



DPG

Donald Property Group

TENANT'S GUIDE

WELCOME
HOME

OFFICE AND AFTER HOURS: 08 9361 3888
RENTALS@DONALDPROPERTYGROUP.COM.AU
DONALDPROPERTYGROUP.COM.AU



First and foremost...

Welcome to your new home!

It is important to us that you are happy in your new home.

If at any time you feel as though you are not receiving a superior level of service, please contact us.

We acknowledge that sometimes things can go wrong, however we want to be known as the company that focusses on solutions, not excuses.

You will receive a copy of:

- Your Lease Agreement
- Property Condition Report
- Key Issue Form and Keys
- Gift from DPG

To provide you with the best possible service we would appreciate you taking the time to read through this letter so you fully understand our procedures.

Once again, we hope you are happy in your rental home and know that Professionals Donald Property Group is always here to support you and open to feedback.

**REBECCA AND ROB DONALD
OWNERS**

4 Golden Rules of Renting Property

- 1** Pay your rent on time
- 2** Keep the property clean, tidy and undamaged
- 3** Be courteous and respectful of your neighbours
- 4** Familiarise yourself with the terms and conditions stipulated in your lease and body corporate if applicable



LEASING WITH DPG

CONTACTING OUR OFFICE

Our office is open Monday to Friday from 9am to 5pm. To receive prompt action, the best form of contact with our office is via email at rentals@professionalsdpg.com.au. If you do not have access to email, feel free to contact our office directly by telephone on 08 9361 3888.

MAKING APPOINTMENTS

If you wish to visit the office to discuss any issues with us, you will need to make contact with our office to arrange an appointment time. We are often out of the office conducting inspections and we know that there is nothing more annoying than having to wait.

MAINTENANCE COMMUNICATION

It is important that all general maintenance requests be submitted to our office in writing. Please email us at rentals@donaldpropertygroup.com.au outlining your maintenance issue. However, if you are experiencing an emergency then please call us immediately on 08 9361 3888

CONTENTS INSURANCE

Your belongings are not covered by the owner's insurance. It is important for you to arrange for your own contents insurance. There are many affordable policies around which help you protect your belongings.

CALL OUT FEES FOR TRADES PEOPLE AND CONTRACTORS

Call out fees associated with 'operator errors' are payable by the tenant. It is not expected that the owner should pay when there is no actual malfunction of the apparatus but rather the tenant's inability to use or operate it efficiently. Please note precaution must be taken at all times.

HOLIDAYS

As a courtesy, could you please advise us if you are going to be away for more than 14 days. An email to rentals@donaldpropertygroup.com.au is perfectly fine.

IF YOU GET LOCKED OUT OF THE PROPERTY

During Office Hours: If you find yourself locked out of your property you may contact our office on 08 9361 3888 to arrange for collection of our set of keys.

It is important to note that for privacy and security reasons, we are only able to give keys to tenants listed on the Tenancy Agreement and photo identification must be presented. A \$50 cash deposit will need to be left and keys must be returned the same day whereby the deposit will be returned to you.

After Hours: If you lock yourself out after-hours you will need to contact a Locksmith direct to assist you. This will be at your own expense.

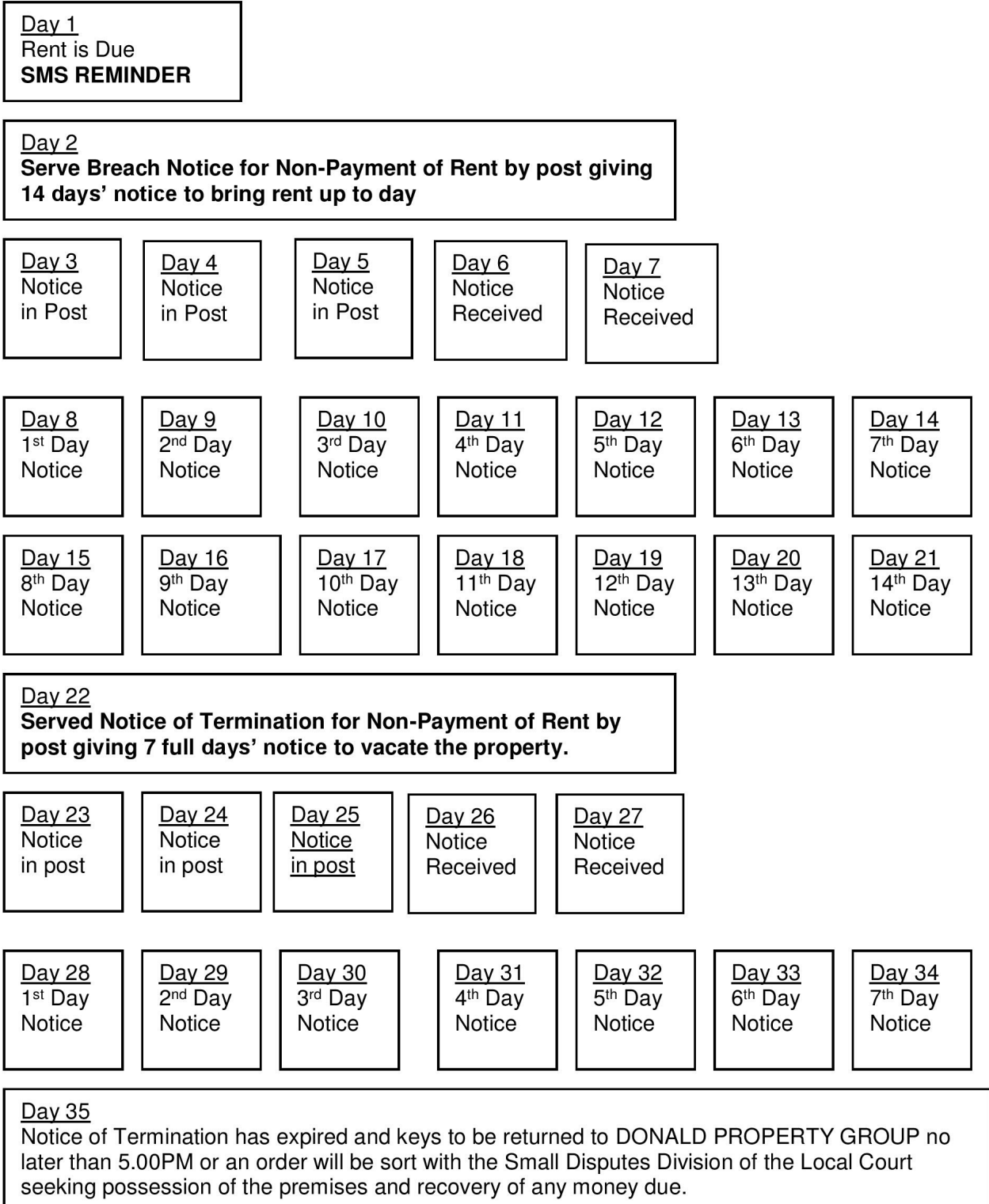
It is then your responsibility to advise Donald Property Group, during normal office hours of the incident and provide copies of the new keys for our Master Set.

RENT PAYMENT

You can pay your rent by EFT to the account given to you at signup. We encourage you to set up a direct deposit and always pay your rent 2-3 days in advance to allow time for it to reach our account before you fall into arrears.

RENT ARREARS

As per your lease agreement your rent must be paid in advance at all times. Please find following the flowchart of how any rent arrears will be handled:



ROUTINE INSPECTIONS

Routine Inspections will be carried out approximately 6 weeks after the tenancy start date and then every 3 months after that.

You will be given 14 days' notice before the inspection will be conducted.

You are welcome to be present at the inspection. Should you not be home, we will use our office set of keys to gain entry.

TELEPHONE & INTERNET

The Lessor makes no representations about the availability of telephone lines, internet lines or any other communications services to the premises. The tenant must take his/her own enquiries regarding the availability/cost and/or installation of those services.

Unfortunately, DPG is not able to assist you with the connection / installation of the phone & Internet. You will need to contact your Internet / phone service provider.

The tenant is allowed to install and/or attach cabling telephone lines to the premises provided no damage is done to the premises in installing, attaching or removing them. The tenant pays all costs associated with that installation/ removal.

UTILITIES AND SERVICES

Please arrange (if applicable) for the power and gas to be connected at the beginning of the tenancy. You will also need to arrange for phone and internet services if you require them

Synergy: 13 13 53

Alinta: 13 13 58

Kleenheat Gas: 13 21 80

WATER CONSUMPTION

It is the tenant's responsibility to pay 100% of the water consumption at the property. Due to the methods of invoicing by the Water Corporation, the bill will always remain in the name of the owner and you will be invoiced by our office. The invoice will be emailed to you.

Should you have a question that isn't covered here

please contact us at rentals@donaldpropertygroup.com.au

or on 9361 3888 during office hours

A-Z OF HOUSEKEEPING

AIRCONDITIONING FILTERS & EVAPORATIVE AIR-CON

It is your responsibility as a tenant to clean the filters on split system and wall mounted air conditioning units.

An Evaporative Air-Con type of cooling device requires open windows and doors to function. It works by cooling air in the unit on the roof then blowing the cool air through the house and forcing the hot air out.

Ensure the water tap is turned on. This is a copper pipe located outside and running up the wall of the house to the unit.

The system does not work well on humid days. For this reason, you are best to use the 'fan' function with the water turned off.

APPLIANCES

Thoroughly clean oven/hotplate/grill/exhaust fans- spills and grease left too long can result in baked on stains which are impossible to remove without damage to the surface.

'Gumption' is particularly effective in removing baked on marks around hotplates.

CLEAN ALL REMOVABLE MARKS FROM WALLS

This is important, in particular at furniture level and grubby finger marks.

Particular care should be taken not to have beds without bedheads hard up against walls. Normal body fluids come into contact with the wall and over a period of time cause considerable discolouration hard to remove.

Avoid placing furniture hard up against walls also. This is likely to cause excessive marks and chips and is not considered normal wear and tear.

COOKTOP, BATH & BASIN CLEANING

Please DO NOT USE ABRASIVES. Cleaning caused by scourers is avoidable and not considered normal wear and tear. Cleaning cooktops immediately after use is your best option at avoiding this.

DRIVEWAY & PAVERS

It is the tenant's responsibility to make sure these areas are kept weed free and free of oil drips and spills

GLASS OR CERAMIC COOKTOPS

Please only use cleaning products specific for these surfaces. A soft cloth is your best safeguard from scratches. Do not use scourers as these will scratch. Scratches of this kind are not considered wear and tear and will be the tenant's responsibility to make good. Please clean the cooktop after each use once the cooktop has cooled down.

LAWNS AND GARDENS

If you have lawn and gardens at the property it is the tenant's responsibility to maintain the lawns and gardens unless your lease agreement states differently.

APPLIANCES

Exhaust fans and open windows help eliminate dampness that causes mould. Alternatively, you may use a commercial mould remover.

PESTS, INSECTS & VERMIN

In accordance with your lease, all reasonable supermarket remedies should be attempted prior to reporting a pest problem to our office.

The following may assist:

Caterpillars- these normally crawl down a tree. Spraying a band of Baygon or similar around the base of the tree. Caterpillars hibernate underground in the cooler months and come out in hot conditions.

Wasps- Small nests can be sprayed with Baygon or similar. Please exercise caution as wasps can be aggressive. This is best done at night when the pests are inactive and asleep.

Ants- These can be particularly annoying however there is little use in having them professionally treated. Removing even the tiniest of food scraps will help. Be vigilant about cleanliness. Ant dust in window tracks seems to be more effective than Ant Rid or baits.

POLISHED AND TIMBER FLOORS

Every care must be taken to protect floors and minimise damage. Felt pads or similar must be placed under furniture. Avoid wearing high-heels in these areas. These kinds of damage are not considered as wear and tear and can be expensive to fix with professional floor sanders charging from \$600 to repair.

RCD SWITCH & CIRCUIT BREAKERS

If the electricity goes out or you find no electricity available from power points or lights please check your RCD switch. It may be a faulty appliance that has tripped the switch causing the power to be shut off as a safety precaution.

Flicking the RCD switch back to 'on' will allow the power back through your home.

RETICULATION

If your property has a bore then it must be operated on a regular basis to prevent the seals drying out. This is recommended every 2 weeks for 5 minutes during winter and autumn.

Please ensure you are familiar with programming your reticulation and regularly check it is working. Manuals can be downloaded from the internet if one is not provided.

Please go to the Water Corporation website to program the reticulation to correct watering days.

General maintenance such as changing sprinkler heads, micro-sprays, backup batteries or clearing blockages is the tenant's responsibility.

SHOWER RECESS, BASIN & BATH

These must be thoroughly cleaned to prevent mould and mildew which can stain grout and penetrate silicone permanently. This in turn can be expensive to rectify.

Store brought "Domestos" is highly effective in killing mould and mildew without back-breaking scrubbing. Please be aware this is hospital strength bleach and wearing old clothes is advised.

Regular use of easy wipe-on, rinse-off "Shower Power" will keep your bathroom clean or use of a 'squeegee every time you use the shower, removes water and stops mould in the first place.

TAPS IN BASINS AND SINKS

Please do not allow grime to build up. It will harden and be extremely difficult to remove. Wipe up water promptly.

WATERING DAYS

A permanent Winter Sprinkler Ban applies to scheme and bore water users in Perth, and Mandurah from 1 June–31 August every year. You are not permitted to use your sprinklers during this period. Please check with the water corporation for any changes in these dates. Hand watering and maintenance checks of bores are permitted during this time. Fines of up to \$100 are applicable and the tenants you will be responsible for any fines as a result of incorrect reticulation usage.


Scheme water users

Scheme water users in Perth, Mandurah can use their sprinklers either before 9am or after 6pm, two days per week based on the last digit of your street number. Where there is no street number, the lot number is to be used. If you live in a complex, the street number of the building should be used.

Bore water users

Garden bore users in Perth and Mandurah can continue to use their garden bore either before 9am or after 6pm, three days per week based on the last digit of your street number. Where there is no street number, the lot number is to be used.

PERTH AND MANDURAH WATERING DAYS



	Watering Days	Additional Bore Day
Last digit of your street address or lot number 1	Wednesday & Saturday	Monday
2	Thursday & Sunday	Tuesday
3	Friday & Monday	Wednesday
4	Saturday & Tuesday	Thursday
5	Sunday & Wednesday	Friday
6	Monday & Thursday	Saturday
7	Tuesday & Friday	Sunday
8	Wednesday & Saturday	Monday
9	Thursday & Sunday	Tuesday
0	Friday & Monday	Wednesday

MAINTENANCE

You are responsible to take care of minor maintenance in your home. This means you are responsible for:

- Changing light bulbs, fluoro tubes etc
- Cleaning of kitchen/bathroom exhaust fans
- Cleaning of ceiling fans
- Replacement of broken or torn fly screens where the damage has been caused by the tenant
- Regular cleaning of the property inside and out
- Maintenance of lawns and garden including weeding, pruning, watering and mowing
- Maintenance of a pool or spa on the premises
- Prevention of pest infestations through use of sprays and baits
- Replacing lost keys
- Rubbish removal

The owners are responsible for keeping the property in a safe and habitable condition, major repairs such as plumbing and electrical, major garden maintenance such as tree lopping and maintaining reticulation, pest and vermin control and minimum security provisions.

HOW DO YOU REPORT A MAINTENANCE ISSUE?

For non urgent repairs and requests please email your property manager with a detailed description including pictures where appropriate.
and cc in - rentals@donaldpropertygroup.com.au

For urgent repairs (burst water pipe, gas leaks etc) please call 08 9361 3888. This number is monitored 24/7. Please leave a message with the property address and your contact number if you call is missed and someone will get back to you as soon as practicable. In the case of a burst pipe or gas leak please endeavour to shut off the mains water or gas to minimise damages while we arrange trades.

CAN YOU ARRANGE YOUR OWN REPAIRS?

No, you cannot arrange for your own repairs. Any repairs not authorised by the owner may be your responsibility. When a request is lodged our team will get back to you once they have been notified by the owner. In the case of an emergency repair, we will action the request within 24 hours. Trades will then get in touch to arrange the repairs as soon as practicable.

CAN I INSTALL MY OWN PICTURE HOOKS, CURTAINS ETC?

Please refer to your lease agreement for specific allowances. Most lease agreements do not allow for any alterations unless approved by the owner. Any changes will have to be 'made good' at the end of your tenancy. If you use command strips for similar please be aware that these can remove paint and leave marks which will be your responsibility to repair.



PETS

If you have been approved to have pets at your leased property please remember the following.

- All dogs must be microchipped and registered.
- All cats must be microchipped, sterilised and registered by 6 months of age.
- You are required to prevent all animal related nuisance.
- Always walk your animal/s on a lead.
- Keep your animals under effective control at all times (you cannot tether your animal and leave it unattended).
- Pick up after your animal/s in both public spaces and your property.
- Keep only approved pets at the premises.
- You cannot breed pets in your leased property without the owner's permission.
- Any further stipulations in your lease agreement must be adhered to.

REGISTRATION

All dogs must be registered with your local council by the time they are twelve (12) weeks of age. By registering animals, owners ensure animals are easily identified when they are lost or inadvertently escape their property.

Many councils offer a direct transfer of registration for as little as \$1 if your pet has been registered under a different council.

MICROCHIPS

All cats and dogs in WA are to be microchipped. Failure to do so may result in a fine and also means your pet may not be reunified should they become lost.

It is the responsibility of the owner, whether they are the current owner trying to sell or give the animal away, or the new owner acquiring the animal, to ensure the animal is microchipped.