

Welcome Home

Welcome to Matthew Hogg Property and welcome to your new home. We look forward to having you rent through our Agency.



We realise that moving can be a stressful time with so much to remember and organise. This document provides you with information that you may find useful while renting through our Agency. Please reach out to us if we can assist you.

TIPS FOR SUCCESSFUL TENANCY

There are a few things to be aware of to ensure that renting is a smooth process for you and your family.

- **Communication** - Keep us informed of any issues, for example if rent will be late, if you damage the property or any issues that we need to be aware of.
- **Comply with the Tenancy Agreement** - Ensure you are aware of the terms (including special terms) of your Tenancy Agreement (Form 18a) and always seek written permission from us if you want to make any alterations such as someone moving in, adding a pet etc. Keep the property clean and leave it in the same condition when vacating (fair wear and tear taken into consideration).
- **Maintenance** - If the property has a pool or a garden, make sure you have a clear understanding of who is responsible for the ongoing maintenance of these areas. Report any maintenance items to us so that we can ensure the property is well-maintained.
- **Neighbours** - Please remember to respect your neighbour's right to peace and quiet.

BODY CORPORATE BY-LAWS

Ensure you are familiar with the Body Corporate By-Laws (if applicable) so you understand the rules of the building/complex including items such as resident and visitor parking, smoking and noise. You would have received a copy of these with your Lease Agreement, please contact our Agency if you need another copy.

UTILITIES & INSURANCE

You are responsible for arranging the connection of all utilities (unless specified otherwise in the Tenancy Agreement (Form 18a)). [MyConnect](#) offers a free service which you may find handy to assist with this process.

It is strongly recommended that you arrange personal contents insurance. In the event that something happens during your tenancy, having contents insurance will ensure that your personal belongings are covered.

PAYMENT OF RENT

The Tenancy Agreement (Form 18a) includes the amount of rent and when it is to be paid. The Tenancy Agreement will also include the method of payment. All this information can be found at Part 1/Item 9 on your Tenancy Agreement. Please ensure you include the payment reference number that is provided on the Tenancy Agreement to ensure your rental monies are allocated correctly.



LEARN MORE

“It's my pleasure and aim to build long-term relationships with my clients based on shared values and trust.”



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Inspections & Reports

ENTRY CONDITION REPORT

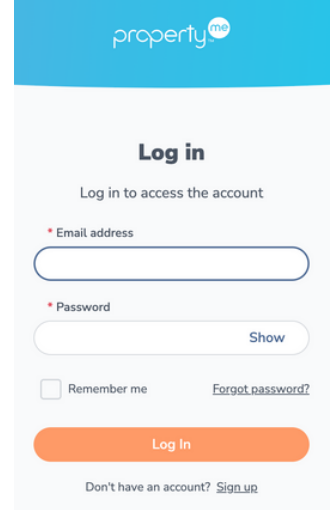
At the commencement of your tenancy, we will provide you with an Entry Condition Report which details the condition of the property and general wear and tear items eg hooks on wall, marks on skirting boards etc. Photos are also taken at the time of compiling the Entry Condition Report and they are available on your Tenant Portal through [Property Me](#).

It is a requirement under the Residential Tenancies and Rooming Accommodation Act, that you check, sign and return the Entry Condition Report to us within seven (7) business days from your move in date. You can agree or disagree with the condition of the items by including your own comments in the allocated section on the Entry Condition Report.

We will provide you with a final signed copy of the report for your records within 14 days.

An Entry Condition Report is important as it details the condition of the property prior to you moving in and this will then be an important document when you vacate the property to secure your bond refund and assists with a smooth vacation process.

The [RTA website](#) has further details regarding Entry Condition Reports and process.



The screenshot shows the 'property me' login interface. It features a blue header with the logo, a 'Log in' heading, and a sub-heading 'Log in to access the account'. There are two input fields: 'Email address' and 'Password'. The password field has a 'Show' button. Below the fields are checkboxes for 'Remember me' and a link for 'Forgot password?'. A large orange 'Log In' button is at the bottom, with a link for 'Don't have an account? Sign up' below it.

ROUTINE INSPECTION & REPORT

We conduct routine inspections every three (3) months on behalf of the owner to ensure that any repairs and maintenance are addressed. A Form 9 Entry Notice will be emailed to you to advise of the upcoming routine inspection - you will be given a minimum of seven (7) days notice. For rooming accommodation, an Entry Notice (Form R9) will be issued with a minimum of 48 hours notice.

You will need to ensure the property is in good condition and let us know if there are any maintenance or repair items. We will generally check for water leaks, damage or deterioration to the property and record any future maintenance items that may need to be addressed. Photos are also taken during the routine inspection and are included in the routine report sent to the owner.

The [RTA website](#) has detailed information regarding routine inspections and a checklist.

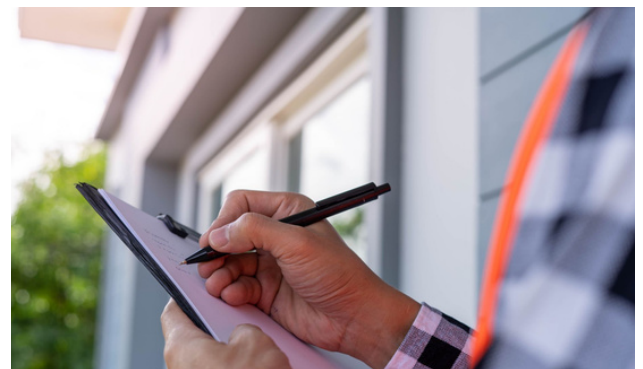
EXIT CONDITION REPORT

When it is time for you to vacate your property, we will conduct an exit condition inspection and report and compare the condition of the property against the Entry Condition Report and photos that were taken. We will check for damage and unauthorised alterations to the property during your tenancy.

It is important that we are kept informed so that we can ensure a smooth vacation process.

As part of the exit condition inspection, photos will be taken as a record and kept on file.

The [RTA website](#) has further details about exit condition inspections and reports which you may find helpful when the time comes.



Maintenance

HOW TO REPORT MAINTENANCE?

Please report any maintenance items in writing via your [Tenant Portal](#) or email us (matt@mhproperty.com.au) in order to ensure the property is well-maintained and in a liveable condition.

There are two types of repairs that may be carried out at a rental property:

- Routine repairs
- Emergency repairs (general tenancies only. Rooming accommodation does not have an emergency repairs classification)

Further details are available on [our website](#) regarding the difference between routine and emergency repairs.

The timeframe for repairs to be carried out will vary depending on the type of repairs required and availability of contractors.

Please contact us in the first instance for all repairs. If we are unavailable and its an emergency, a list of our emergency contacts are available on our [website](#) (click or scan QR code on the right).



Click or scan to report maintenance

TROUBLESHOOTING GUIDE TO MAINTENANCE

Below is some helpful information regarding common maintenance issues.



Power has tripped but lights are still working

This FAQ provides you with details on why the safety switch may have been tripped and power points are not working.



Click or scan to learn more



Water leaks

This FAQ provides details on how to detect a water leak at your property and other helpful information from Urban Utilities.



Click or scan to learn more



How to switch gas cylinder

This FAQ provides you with details on how to switch gas cylinder. If you still experience issues, please let us know as we may need to engage the services of a Licensed Plumber to conduct a further inspection.



Click or scan to learn more



How to re-light the pilot light on the hot water system

This FAQ provides you with details on how to re-light the pilot light on the hot water system. If you can smell gas, please let us know prior to doing any other investigations so we can contact a Licensed Plumber as there may be a gas leak.



Click or scan to learn more



Being prepared in storm season and other emergencies

This FAQ provides you with details on being prepared for storm season and other emergency situations.



Click or scan to learn more

Vacating

VACATING EARLY - BREAK LEASE

Circumstances can change and you may need to vacate your property earlier than your lease end date. This is known as "breaking the lease". There are a few conditions associated with breaking the lease.

- You will need to advise us in writing that you need to break your lease and submit a Form 13 Notice of Intention to Leave.
- You will be responsible for paying a break lease fee in order to secure a new tenant. The break lease fee is equivalent to one week's rent + GST plus the marketing costs for advertising for a new tenant.
- You will be responsible for paying the rent until another tenancy commences or your lease end date is reached (whichever comes sooner).



Click or scan
to learn more

VACATING AT END OF LEASE

The RTA provides detailed information on their website regarding [ending a tenancy agreement](#) and the required [notice periods](#).

Planning your move and what needs to be done ensures you do not miss any steps and will ensure a smooth vacation process. The RTA has helpful information on their website including a [vacate checklist](#).



HOW TO CONTACT US

Our Agency contact details are:

Matthew Hogg Property
matt@mhproperty.com.au
0467 736 189



Click or scan
to learn more

There is an FAQ section on our website that has information and links which you may find helpful. Please reach out at any time - we are happy to help.

Property Done Differently.