



# RENTERS WELCOME PACK



**REVENTON**

# WELCOME TO REVENTON

Established in 2005, Reventon is one of Australia's leading investment and financial services companies. Specifically, we offer advice in the areas of mortgage reduction strategies, debt consolidation, property investment, property management, tax minimisation, financial planning and accounting. We strive to act, without exception, in the best interests of our clients with honesty, integrity and professionalism. Our primary aim is always to provide our clients with a better lifestyle and a sustainable living in their later years of life. Solid financial advice and truly knowing and understanding our client's individual goals is how we achieve this.

## GET IN TOUCH

If you have any questions or concerns at any stage, please contact your Property Manager.



Offering both  
new and existing  
properties



Helped over  
3000 clients



\$15 million  
per month in  
settlements



Client Care  
4.8\* Google  
Reviews

## TAKING CARE OF YOUR HOME

It's important you take good care of your home. This is for your own safety and enjoyment. To assist you with the ongoing cleaning of your home, we encourage you to complete the following items on a regular basis:

- Clean all surfaces including bench tops and vanities
- Clean walls & cupboards
- Clean toilets, basins, showers and grout
- Clean floors including vacuum and mop
- Clean interior and exterior windows
- Removal of any exterior rubbish, leaves, spider webs and dust
- Watering and maintenance of lawns and gardens.
- It is your responsibility to replace the lightbulbs throughout your home and the batteries in all smoke alarms.

## LAWNS & GARDEN

You are responsible for maintaining any lawns and gardens at your home unless otherwise agreed to with your Rental Provider and stated in your Rental Agreement. This includes the watering of any lawn and gardens regardless of whether the Rental Provider is responsible for the maintenance of these areas.

## KEYS

If you misplace the keys to your home, please contact your Property Manager to organise the collection of a new set of keys. If keys are required to be cut for you, this will be at your own expense.

If you are unable to access your home outside of business hours, please contact a local locksmith who can provide you access. This service and the change of any locks will be at your own expense. Please ensure you notify your Property Manager if a lock is changed, and provide them with three copies of the new key.

## CONDITION REPORT

The Condition Report for your home is a binding document that may be referred to when accessing the need for any maintenance. Your Property Manager refers to this document when completing the Vacate Inspection after you move out and before the refund of your bond monies are processed.

It's important you thoroughly review the report, make comments where appropriate, and provide photos relating to any comments. This report must be returned to your Property Manager within 3 business days of the lease start date on your Tenancy Agreement.

## IMPORTANT DOCUMENTS

From time to time, you will be provided with important documents relating to your tenancy. It's important that you retain these and contact your Property Manager if you ever have any questions. Three important documents provided to you at the beginning of your tenancy include:

- Condition Report
- Rental Agreement
- Owners Corporation Rules (only applicable if renting a unit, apartment or townhouse with a common area)

## PAYMENT OF RENT

We must receive the rent for your home in full by the due date on your Rental Agreement. We recommend setting up an automatic transfer with your financial institution. This enables you to allow for transfer times to ensure you meet this obligation. Reventon will provide you with bank account details with your mobile number being your payment reference number. Please use these details to process the payment of your rent.

[Click here](#) for further information on paying rent

## RENT ARREARS POLICY

Reventon has a strict Rent Arrears Policy. This assists in ensuring your Rental Provider can maintain their financial obligations. If you ever experience difficulty with the ability to pay your rent, it is important you communicate your circumstances to your Property Manager immediately.

The below outlines Reventon Rent Arrears Policy Timeline. You will be contacted by phone, email, and SMS throughout this process.

- Arrears day 3 First reminder
- Arrears day 5 Second reminder
- Arrears day 7 Third reminder
- Arrears day 10 Fourth reminder
- Arrears day 12 Fifth reminder
- Arrears day 14 Final call before legal action commences
- Arrears day 15 Notice to Vacate and VCAT Application for Possession issued (in accordance with the landlord's approval).

[Click here](#) for further information on rent arrears

## ROUTINE INSPECTIONS

Routine inspections are carried out at your home every 6 months. This is to ensure you are maintaining the property to the high standard expected. It is also an opportunity for us to inspect any general maintenance requests you have submitted.

You will receive a notification for each upcoming inspection. If there are items you wish to discuss with your Property Managers during an inspection, please advise your Property Manager ahead of time so they can allocate the appropriate amount of time at the property.

[Click here](#) for further information on property inspections

## GENERAL REPAIRS & MAINTENANCE

All general repair and maintenance requests must be submitted to your Property Manager in writing. Once the request is received, your Property Manager will review your request and discuss it with your Rental Provider.

Prior to submitting a request regarding a utility fault, please ensure you have contacted your utility supplier to ensure there is not a neighbourhood fault. Approval must be provided to Reventon prior to any requests being actioned. Part of this process involves Reventon engaging suitable tradespeople to complete the approved work. Reventon and your Rental Provider will not pay or reimburse you for any general repair or maintenance work that has not been approved.

[Click here](#) to view the Consumer Affairs Urgent Repair Policy

## URGENT REPAIRS

In the event that you need to report an urgent repair, please contact your Property Manager immediately via telephone. If you are unable to reach your Property Manager via phone, please ensure you leave a message and send them an email straight away. Details of after-hours trades are on your Rental Agreement.

If you experience a breakdown in the electricity, gas, water, telephone, or internet services, please first contact the emergency telephone number of the company you have engaged for the service to your home. Under the Residential Tenancies Act 1997, urgent repairs in a rental property are:

- Burst water service
- Blocked or broken toilet system
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Flooding or serious flood damage
- Failure or breakdown of any essential service or appliance provided by a landlord or agent for hot water, water, cooking, heating, or laundering
- Serious storm or fire damage
- Failure or breakdown of the gas, electricity or water supply
- Any fault or damage in the premises that makes the premises unsafe or insecure
- An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase.

[Click here](#) for further information on urgent repairs

## OWNERS CORPORATIONS

Owners corporations manage the common property of residential mixed-use property development. Properties such as apartments, units and townhouses with common areas. All owners corporations have rules for the control, management, use or enjoyment of common property and lots. The rules cover day-to-day issues such as parking, pets and noise. These rules apply to all residents, including tenants.

If your home fits into the above criteria, you would have been provided a copy of these rules along with your Tenancy Agreement. It's imperative you adhere to all rules set by the owners corporation.

[Click here](#) for further information on owners corporations rules.

## RENTERS INSURANCE

Reventon strongly encourages all tenants to take up renter insurance. There are many reasons to consider tenant insurance including theft, fire, water damage, and personal injury.

Your Rental Provider is only responsible for insuring the building and any furnishings provided. Your belongings are not covered by your Rental Provider insurance policy. For further information, please get in touch with a reputable tenant insurance provider.

## NEW TENANT

Any new tenants you wish to reside at the landlord's property must be approved by the landlord prior to them moving in.

Please ensure you contact your Property Manager so they can provide you with the relevant information and forms required to be completed as part of this process.

## VACATING YOUR HOME

When you decide it's time to move on to a new home, there are steps which you are required to follow.

You must provide your Property Manager a minimum of 28 days' written notice. Rent is payable up until the date the keys are returned to Reventon.

If circumstances require you to break the Tenancy Agreement you have entered into, and vacate your home prior to the end of your Lease-End Date, you are responsible for:

- Providing 28 days written notice
- Paying rent up to the day before a new tenant starts paying rent
- Paying a Letting fee
- All property advertising and marketing expenses

[Click here](#) for further information about vacating your home

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**REVENTON**

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