

Changing Agents

I am not happy with my agent. Can I change agencies whilst my tenant is on a lease agreement?

The tenancy agreement is made between yourself and the tenant so you can change managing agents at anytime.

What do I need to do to make this happen?

Our office will arrange a letter to your current agent advising them of your intention to change agents and the date that this change will become effective. On this date we will collect all documents and keys from your current agent.

What effect will this change have on my tenant?

We will ensure that the change over is very easy for your tenant. We will contact the tenant to advise them of the change and new rental payment details prior to the date we commence managing your property.

Leasing Process

How is my property advertised?

Your property will be advertised on the following four property search sites:

paynepacific.com.au
realestate.com.au
domain.com.au
realestateview.com.au

We will also advertise your property on our office window plasma display and erect a For Lease signboard out the front of the property (subject to approval).

By what method will prospective tenants be shown my property?

Prospective tenants can view the property either by appointment at a suitable time or by attending our twice weekly open for inspections.

How are prospective tenants applications checked?

With every application the tenant is required to provide at least 100 points of identification and this must include one form of photo identification. We then confirm the information on their application form by contacting both the past and present employers and past and present landlords.

Can I make the decision on the tenant that is approved for my property?

We will make recommendations to you based on the findings from the tenancy checks and our dealings with the prospective tenants but the final decision is always the landlords.

What happens once the new tenant is chosen for my property?

The tenant will be asked to pay a holding fee for the property. We will continue to advertise and carry out inspections of the property until this payment is received.

What if the tenant or myself change our mind before the lease is signed?

Under the changes to the Residential Tenancies Act the landlord must proceed with the lease once the application has been approved. Should the tenant change their mind they will forfeit the holding fee they paid.

Paperwork**When is the tenancy agreement signed?**

We will complete the incoming inspection report and sign the lease at the earliest possible date however we are not able to sign the new agreement until the property is vacant.

What keys to I need to provide to my tenants?

You are required to provide a full set of keys for each tenant names on the Tenancy Agreement.

Management Process**When are inspections carried out on my property? Can I attend?**

We will carry out the first inspection of the property 3 months after the tenant takes possession. Inspections will then be carried out at 6 monthly intervals. Our landlords will be sent an invitation to attend each inspection that is arranged on their property.

What is the tenant reports a repair at the property?

We will advise you of all matters reported by the tenant. You can advise if you would like us to arrange for our tradespeople to attend to the matter or you may like to choose your own tradespeople. If the matter is the responsibility of the strata we will send this through to their office to be actioned.

What happens if the tenant does not pay rent?

We closely monitor all rental payments and will be in contact with the tenant as soon as they are 3 days behind in rent. We will continue to contact the tenant until the amount is paid. If the tenant reaches 14 days notice we will issue a termination notice with the owner's approval and follow this through at the Consumer Trader and Tenancies Tribunal if required. The landlord will be kept informed through the process.

Vacating

How much notice needs to be given by the tenant?

The tenant can give 14 days notice in the last 14 days of the lease and must give 21 days notice after the expiry of the lease. This notice must be in writing and is valid from the day the office receives the notice.

If I wanted to move into my property how much notice must I give?

The landlord is required to give the tenant 30 days notice in the last 30 days of the agreement and 90 days notice if the lease is expired. The tenant may return the keys to the property at anytime after the expiry of the lease once notice is given.

Do you check the property once the tenant vacates?

Once the keys are returned to the office we will arrange a final inspection of the property. We use the incoming condition report and compare this to the condition of the property at the end of tenancy. The tenant must ensure that the property is returned in the same condition with the exception of fair wear and tear.

What happens with the tenants bond?

Once we are satisfied that the property is returned in the correct condition and all rent has been paid we will authorise the Office of Fair Trading to return the bond to the tenant. If there are costs incurred for the final inspection we would claim the bond or part thereof to cover the outstanding amount.

Insurance

Do I need to have insurance on the property?

You will need to insure your property along with your fixtures and fittings provided in the property. We would also recommend that you take out a landlord protection policy on the property.

Accounts

Is there a fee for having your office pay my council, water, strata and repair invoices? The payment of these accounts is all part of the management service so there is no additional fee for this service.