



Tenant Onboarding Guidebook



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Tenant Onboarding Guidebook

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Introduction



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Welcome to the Tenant Onboarding Guidebook! This guide is designed to walk tenants through every step of their rental journey, from signing the lease to vacating the property. Whether you're a tenant or a landlord, this provides comprehensive details to ensure smooth communication and clear understanding of rights, responsibilities, and processes.

The Importance of a Condition Report & How to Complete It

Your duplicate Ingoing Condition Report must be completed and returned within 7 days of the start of your tenancy. This step is crucial because it allows you to provide your comments on the property's condition, which will be considered when your tenancy ends.

If you do not return your duplicate copy within the specified timeframe, only the original condition report will be used as a reference when you vacate.

Take the time to carefully review the property and ensure your comments are thorough and accurate to protect your interests.

How to Complete a Condition Report

Completing your condition report is a crucial step when starting your tenancy. Follow these detailed instructions to ensure a smooth process:

1. Accessing Your Email Links

- The agent will ask you to open your invitation email.
 - Scroll down to locate the Key Form Link and the Condition Report Link.
-

2. Signing for Your Keys

- Click on the Key Form Link.
 - Tick the Terms and Conditions box and select Start.
 - This will open the key form. Select Continue, tap on the signature panel, and sign.
 - Once completed, select Save, followed by Confirm/Next.
-

3. Optional Tutorial Video

- You'll have the option to watch a tutorial video for additional guidance.
 - If you prefer to skip it, simply select Continue to move to the next step.
-

4. Reviewing Tenancy Information

- The next pages will provide important tenancy details and instructions.
 - Scroll to the bottom of each page and select Next to proceed.
-

5. Completing the Condition Report

Once you've accessed the condition report:

- **Review Each Item and Feature:**
 - If the property inspection includes 360° photos, click on them to take a virtual tour of the property.
 - Carefully review all listed items to confirm their condition.
 - **Agreeing with an Item:**
 - If you agree with the report, scroll to the bottom of the page and select Next Room.
 - **Disagreeing with an Item:**
 - If you disagree, a red pipe and camera icon will appear.

Add both:

 - Comments explaining the issue.
 - Photographic evidence to support your claim.
 - **Both comments and photos are mandatory to proceed. This ensures accurate documentation and prevents exaggerations.**
 - **Viewing All Items:**
 - If you attempt to proceed without viewing all items, a pop-up message will remind you to scroll down and review everything before continuing.
 - This process ensures nothing is missed and the report is reviewed thoroughly.
-

6. State-Specific Reporting and Finalizing the Report

- Once all areas are completed, you'll move to a section with state-specific reporting.
 - Review the information provided, scroll to the bottom, and tap into the signature panel.
 - Sign the condition report and select Save.
 - Confirm by selecting Yes.
-

7. Completing the Process

- After signing, the system will display a thank-you message for completing the condition report.
 - A signed copy of the report will be automatically sent to you shortly.
-

By following these steps, you ensure the condition report is accurate, complete, and well-documented, protecting both you and the property owner throughout your tenancy.

Digital condition reports completed through platforms like Inspection Manager or PropertyMe are accepted under NSW Fair Trading regulations.

Contents Insurance



Your Belongings, Your Responsibility

- Tenant belongings are not covered by the landlord's insurance. Landlord insurance only protects the building and any furnishings provided by them.

Common Misconceptions and Challenges

- Many renters skip content insurance due to perceived high costs, minimal possessions, or not viewing it as essential.
- However, renters are twice as likely as homeowners to claim for theft or burglary (Insurance Council of Australia).





Why Contents Insurance is Worth It

- Protect your personal belongings like laptops, furniture, and valuables against theft, fire, or water damage.
- Provides liability coverage if someone is injured in your home.
- Offers peace of mind, ensuring you don't face unexpected financial burdens.

Key Risks Covered by Renters Insurance

Theft

- Coverage for stolen items (e.g., laptops, jewelry) and any damage caused during the break-in.

Fire

- Protects belongings damaged by fire or smoke, even if the fire originated elsewhere.
- May cover temporary living expenses if repairs are needed.
- Be aware insurance policies don't cover cigarette burns or scorch marks.

Water Damage

- Coverage for items destroyed by incidents like burst pipes, which landlords' insurance typically does not cover.

Personal Injury

- Liability coverage for medical or legal fees if someone is injured at your property.
- Your liability coverage will vary depending on your circumstances so make sure you check your policy or ask your insurance agent for details on how much your liability coverage is.

Don't wait until it's too late. Assess the value of your belongings and invest in a renters insurance policy to protect yourself from unforeseen risks. Insure your peace of mind today!

Strata/Special Conditions

Key Information for Tenants in Strata Properties

- **Follow Strata By-laws:** Tenants in strata properties (apartments or townhouses) must comply with the rules (by-laws) that apply to all residents, such as noise, parking, and use of common areas.
- **Comply with Tenancy Agreement:** In addition to strata by-laws, tenants must also follow the terms of their tenancy agreement.
- **Contact Your Real Estate Agent:** For most issues, your real estate agent is your primary point of contact.
- **Pets:** If you want to keep a pet, you must obtain landlord's permission before contacting the strata manager. The strata scheme may have additional pet-related by-laws.
- **Rights Under Strata Laws:** Tenants have certain rights under strata laws, such as attending some meetings, but these come with conditions.



What is Strata?

Strata properties are different from freestanding homes. A strata scheme involves a building or group of buildings divided into 'lots' (e.g., apartments, townhouses, or villas).

If by-laws or the management statement change, you must be given a new copy within 14 days of the change starting.

Rules to Follow in Strata

- **Residential Tenancy Laws:** These are set out in your tenancy agreement.
- **Strata Scheme By-laws:** Each strata scheme has its own set of by-laws that affect tenants' lifestyle (e.g., smoking policies, pet restrictions).

Common Strata By-laws

By-laws must be followed by all residents, including tenants. Common by-laws include rules about:

- Parking
- Pets
- Noise
- Smoking

Example: You may not be allowed to smoke on your balcony if the smoke affects your neighbour's lot or common property.

How to Find Out About By-laws

Tenants will be provided with a copy of the strata scheme's by-laws when they sign their tenancy agreement.

What Happens if You Break the By-laws?

- **Fines:** If you break a by-law, you may receive a formal notice from the owners corporation or strata manager to comply. If not resolved, it may be taken to the NSW Civil Administrative Tribunal (NCAT).
- **Tenant's Responsibility:** If the tenant is responsible for the breach, they must pay the fine, not the landlord.

Do Renters Pay Strata Fees?

- No, renters do not pay strata fees. The landlord pays these fees as the property owner.

Pets in Strata

- **Pet Approval:** Your landlord decides if you can have a pet in the rental property. You must request permission from them.
- **Strata Process for Pets:** If approved, tenants must follow the strata scheme's process, which may involve submitting a request to the strata manager or secretary.
- **By-law Restrictions:** Strata schemes cannot prevent pets unless they cause unreasonable interference with other residents' enjoyment of their property or the common property.

Break Lease

If you decide to vacate the property before the end of a fixed-term lease, you are required to pay rent until you return the keys, along with a break lease fee. If you pay for water usage, a final water usage charge will apply, but this will only be read after the final inspection.



Break Lease Fees:

- 4 weeks' rent if less than 25% of the lease term has expired
- 3 weeks' rent if 25% to less than 50% of the lease term has expired
- 2 weeks' rent if 50% to less than 75% of the lease term has expired
- 1 week's rent if 75% or more of the lease term has expired

Examples:

- For a 12-month lease with 7 months expired (58%), the break lease fee is 2 weeks' rent.
- For a 6-month lease with 2 months expired (33%), the break lease fee is 3 weeks' rent.

Notice:

It is recommended that tenants provide as much notice as possible when ending a lease early.

Pet Application



If you wish to have a pet at the property, you must obtain written permission from the landlord. Please include the following details in your request:

- Pet type
- Breed
- Inside/outside
- Size

Once your request is received, we will seek the landlord's approval. If granted, you will be provided with a pet agreement to sign, which will outline the approved pet and any special conditions.

If your request is denied, we will inform you accordingly. Landlords must have valid reasons to decline pet requests, and tenants may appeal a refusal at the Tribunal.

Rental Payments & Arrears

At our agency, we pride ourselves on thoroughly screening tenants to ensure rent is paid on time. However, despite our best efforts, some tenants still fall behind. To address this, we enforce a Zero Tolerance Policy for late payments.

Key Policies and Procedures

Rent in Advance:

- Rent is always payable in advance, as stated in your tenancy agreement.
- Upon signing your lease, your initial payment covers the first two weeks. Unless to start paying your regular rental payments also on the day you sign up, you will use up some of that rent in advance between your sign up date and the date you start making regular payments.

If you happen to fall into arrears or know that you will be unable to make a rental payment, please contact the office and discuss the situation with your Property Manager.

Arrears Management:

If your rent account falls behind, we follow a structured process to address arrears:

- 3 Days in Arrears: You will receive an SMS or email notification advising of your arrears.
- 5-8 Days Late: A reminder phone call is made, additional SMS and emails are sent, and your landlord is informed.
- 15 Days Late: A Non-Payment of Rent Termination Notice is issued, giving you 14 days to vacate the property if the arrears are not cleared.

Notifications via SMS and email are sent daily until arrears are resolved. If the Termination Notice is ignored, we escalate the matter to the Consumer, Trader & Tenancy Tribunal.

Consistent Late Payments:

Tenants with a history of repeated late payments may not have their lease renewed. In such cases, we also issue a poor performance reference, which can impact future tenancy applications.



TICA Database

- Our agency subscribes to TICA, a nationwide tenant database. TICA records details about tenants, including defaults and positive references. A listing in this database, whether for defaults or consistent late payments, may affect your ability to secure future rentals with other agencies in Australia and New Zealand.



Payment Method

- Follow the payment terms outlined in your tenancy agreement and induction. Rent payments are not accepted at our office unless specifically requested.



Dishonored Payments

- Should your rent payments be dishonored and bounce back we will ask you to pay any bank dishonor fees to us within 7 days. Your Property Manager will notify you should this occur.

Utility Invoices

What's Already Connected?

Most rental properties in Australia are pre-wired and connected to:

- Gas
- Electricity
- Phone line
- Water

However, these services may not be active until you set up an account in your name.

Setting Up Utilities

Before moving in, arrange for your utilities to be connected:

- Contact the suppliers for electricity, gas, and phone/internet to ensure they are active by move-in day.
 - The agent can provide the supplier's contact information.
-

Who Pays for Utilities?

- **Tenants:** Pay for utilities if the property has a separate meter. This includes gas, electricity, water usage, and phone/internet.
- **Landlords:** Cover utilities for properties without separate meters (e.g., some unit blocks).

Usually there is a fee for reconnecting or switching on utilities and the supplier may ask you to sign a contract. Do not sign a new contract with another utility supplier before your current contract has ended. They may charge you for ending your contract early.

01



Gas and Electricity

- **Separate Meter:** Tenants pay for supply and usage.
- **No Separate Meter:** You cannot be charged.

If there are billing issues or disputes, contact the Energy & Water Ombudsman NSW (EWON) for assistance.

02



Phone and Internet

- Most properties include phone outlets, and some may have internet connections.
- Tenants cover all costs for setting up and using these services, including equipment rental and service activation.

03



Television

- Properties usually have a TV antenna, but tenants must provide their own television.
- For pay TV installations, obtain written permission from the landlord or agent.

04



Water

- **Always Connected:** If the taps aren't working, check the meter connection.
- **Separate Meters:** Tenants pay for water usage. The agent must provide a copy of the bill within three months and allow at least 21 days to pay.
- **Shared Meters:** Landlords cover water charges.

The property must have water-efficient fittings (e.g., water-saving showerheads), and any leaks must be repaired promptly.

Reporting Utility Issues

If a utility is broken (e.g., a burst water pipe):

- Notify the landlord or agent immediately.
- Urgent repairs, like unsafe or essential services, must be fixed promptly under tenancy laws.

Need Help?

- **EWON:** For gas and electricity disputes.
- **NSW Fair Trading:** Learn more about tenant rights and responsibilities. Visit www.fairtrading.nsw.gov.au or call 13 32 20.
- **Language Assistance:** Call 13 14 50 for support

Minimum Housing Standards

To ensure your rental property is fit for habitation, NSW Fair Trading requires all homes to meet these minimum housing standards:

- Be structurally sound
- Provide adequate natural or artificial lighting and ventilation
- Have proper drainage and plumbing
- Supply hot and cold water for drinking and cleaning
- Ensure electrical safety
- Include a working gas supply (if applicable)

These standards help guarantee your safety and comfort throughout your tenancy.

Repair Requests

We aim to make the repair process as smooth as possible. As your managing agency, we act under the landlord's instructions regarding repairs and maintenance. Some landlords grant us authority to organize repairs within a certain budget, while others prefer direct involvement in all matters.

Reporting Repairs

All repair requests must be submitted via the Tenant Concierge on our Dowling Property website: See here: <https://www.dowlingterrace.com.au/request-maintenance/>

For urgent after-hours repairs, please call our office at 02 4987 2226. If no staff member is available, contact one of the authorized tradespeople below:

Electrician	Plumber	Storm and Flood Assistance	Smoke Alarms	Glass Repairs	Septic Repairs
Barrack Electrical: 0434 627 133 Prophase Electrical: 1300 776 742	Hunter Plumbing & Hot Water: 0429 895 064 Water Co Plumbing (Newcastle area): 0422 296 531	State Emergency Service (SES): 132 500	Smoke Alarm Australia: 1300 652 213	Koala Glass: 02 4968 1450	Civcon: 02 4988 5088

Important Points When Lodging a Repair Request



1. Detailed Information:

- Provide as much detail as possible. Specify whether the issue involves gas or electric appliances and include brand names and model numbers if applicable.

2. Visual:

- Attach photos or videos to help us better assess the issue.

3. Availability:

- Inform us of your preferred times for access to resolve the issue promptly.

4. Account Responsibility:

- If you arrange a repair deemed non-urgent, you will be responsible for the cost.



What Qualifies as an Urgent Repair?

1. According to the Residential Tenancy Act, urgent repairs include:

- Failure of essential services, such as water, sewerage, greywater, sullage, or electricity.
- Malfunction of essential appliances like heating, cooking stoves, or hot water systems.
- Damage making the property unsafe, unsecure, or posing a risk of injury

What is an 'urgent repair'?

Emergency repairs (to be actioned immediately)	Urgent repairs (will be actioned within business hours)
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- gas leak
- Dangerous
- electrical fault
- failure or breakdown of gas, electricity or water supply
- burst water service or serious leak
- blocked or broken toilet

- stove or oven
- heater or air conditioner
- failure or breakdown of hot water service
- smoke alarms not working

What is a 'non-urgent' repair?

Non-urgent repairs are those that do not need fixing right away. For example, a broken cupboard or a cracked glass window. They are not threatening the property's structure or endangering lives, but will need to be done to keep the property in reasonable condition.

If Repairs Are Delayed

If you cannot contact the landlord or agent or if they don't fix the problem in a reasonable time, you can arrange for a qualified tradesperson to fix the problem and pay for it yourself

You can get your money back from the landlord within 14 days -

- if the job is less than \$1,000
- you did not cause the damage
- you gave the landlord or agent a reasonable opportunity to fix the problem
- you have a receipt and written report of the problem from a qualified tradesperson

If you can't pay for the repairs upfront, apply to the NSW Civil and Administrative Tribunal (NCAT) for an order to have the landlord resolve the issue.

Guide on Troubleshooting Repairs



Is the system gas or electric?

Gas:

- Has the pilot light (small flame) gone out?

Electric:

- Are there any leaks from the system? If so, where are they coming from?
- Has the unit tripped in the meter box?
- Have you tried resetting the hot water system in the meter box?
- Have you released the pressure valve? (The valve is on the side of the unit; water will come out for a minute.)



- Is the water meter moving (black numbers on the meter)?
- If the meter is moving, it's the landlord's responsibility to repair.
- If the meter isn't moving, it's Hunter Water's responsibility.



- Is the system not heating or cooling?
- Does the system turn on?
- Has the unit tripped in the meter box?
- Is the remote working? If not, have the batteries been replaced?
- Are the filters clean?

Tenants may turn the switch off in the meter box for five minutes and then back on to reset the unit. There may also be a switch near the external unit that the tenant can turn off and back on to reset it.



- Is the oven or cooktop electric or gas? If it's a free-standing oven with a cooktop, is it both the oven and cooktop not working, or just one?
- Is it one hotplate not working, or all?

Gas:

- Is the ignitor not working?
- Are the gas bottles full?

Electric:

- Does the timer need to be set to use the oven?
- Is the oven tripped in the meter box?



Power points not working: Ask the tenant to unplug all appliances, turn off the meter, and then turn it back on. Plug in one appliance at a time to check if an appliance is tripping the power. If it's the tenant's appliance causing the issue and an electrician is called, they will be responsible for the invoice.

No power: Check the Ausgrid website for any power outages. If there are no outages, ask the tenant to check the meter box, turn it off and back on, and see if that resolves the issue.



Check your water supplier website (e.g. Hunter Water) for any current outages or maintenance work.

If there are no reported outages, ask the tenant to check the water meter to ensure it's turned on

Smoke Alarms in a Rental Property

Both landlords and tenants share responsibilities for ensuring working smoke alarms in a rental property.



Landlord's Responsibilities

Landlords must ensure that smoke alarms (including heat alarms) are working. Landlords cannot delegate responsibility of working smoke alarms to tenants in a rental tenancy agreement.

Landlords must:

- Annually:
 1. Check all smoke alarms to confirm they are functioning.
 2. Replace removable batteries or, for lithium batteries, follow the manufacturer's schedule.
- Replace smoke alarms within 10 years of manufacture or as specified by the manufacturer.
- Provide tenants with:
 1. At least two business days' notice for inspection or assessment.
 2. At least one hour notice for repairs or replacements.
- Use a licensed electrician for repairs or replacement of hardwired smoke alarms.



Tenant's Responsibilities

Tenants must:

- Notify their landlord or agent immediately if a smoke alarm is not working, even if it's due to a dead battery.
- If choosing to replace a removable battery:
 1. Notify the landlord about the issue.
 2. Replace the battery within 2 business days of notifying the landlord.
 3. Inform the landlord within 24 hours of replacing the battery.
- A tenant must not remove a smoke alarm.



Third-Party Servicing

Some properties may use third-party companies for smoke alarm maintenance to ensure safety.

How It Works:

- The company will contact you to schedule an appointment.
- A technician will:
 1. Locate, inspect, replace batteries, and test all alarms.
 2. Add or relocate alarms if needed.
- A compliance report will be sent to your property agent after the visit.

Lease Renewal

If your rent has been paid on time, the property is clean and undamaged, and the landlord is satisfied with your tenancy, we will notify you of the upcoming expiry of your Tenancy Agreement. We will also provide information on whether a further term is being offered and any changes to the terms.

Upon receiving the renewal invitation, it's important that you inform us in writing whether you accept the renewal or wish to vacate. Please provide your response as soon as possible.

The Residential Tenancy Agreement includes a continuation clause, allowing tenants to remain on the same terms and conditions once the fixed term expires, unless you receive notification of a rent increase or a notice to vacate.

Routine Inspections



Routine inspections will be conducted at the property three (3) months into your tenancy, and then approximately every 6 months thereafter. You will be notified in writing via email and SMS with the inspection date and time.

The purpose of the inspection is to provide the owner with a report on the property's condition, ensure it is being maintained, and identify any necessary repairs.

Photos: During the inspection, photos may be taken of any required repairs and the overall property condition. Please note that tenant possessions will not be photographed.

Your landlord is invited to attend each routine inspection.

Vacating Your Property

Moving out of your rental property can be a smooth and straightforward process when you follow the steps outlined in this guide. At Dowling Property, we aim to make this transition as easy as possible for you. Here's everything you need to know about vacating your property:

Notify Us in Writing

You are required to provide written notice of your intention to vacate the property. The notice period will depend on your lease agreement and current circumstances. Please ensure the notice includes:

- Your name and contact details.
- The property address.
- Your intended vacate date.

Once we receive your notice, we will confirm the details with you in writing.

Notice periods to end your lease

A tenancy will usually be terminated by either the landlord or the tenant giving the notice to vacate.

Prior to lease expiry

On the expiration of a Tenancy Agreement, either party can provide 14 days notice to end the Fixed Term Tenancy Agreement. This notice can be served up to and including the last day of the fixed term.

Once the lease has expired

To advise intention to vacate outside the Fixed Term Agreement the Tenant is required to provide at least 21 days notice. To advise notice to vacate outside the Fixed Term Agreement the Landlord must give at least 90 days notice.

Pre-Vacate Inspection

A pre-vacate inspection will be scheduled approximately one week before your vacate date. This inspection allows us to identify any cleaning or repairs required to return the property to its original condition as per your lease agreement.

What You Need To Do

To ensure a hassle-free vacating process, please complete the following:

Restore the Property's Condition



Tenants must return the property to the standard recorded in the Entry Condition Report, accounting only for fair wear and tear.



This is the definitive record of the property's condition at the start of the tenancy. It takes precedence over memory or honesty when assessing the return condition.



Refers to deterioration from normal use and reasonable care over time.



An item is "clean" if it cannot be made cleaner using a cleaning product, even if stained or aged.



Items must work or remain in the same state as noted in the Entry Condition Report.



Nails in walls, scuffs, or dents not present at the start of the tenancy.



Address damages early to avoid rushed, costly repairs. Once the property is handed back, time for repairs is limited.

Pet-Related Obligations

If pets were allowed, tenants may be asked to conduct flea treatment or carpet cleaning **only if necessary**, such as where pet-related stains, odours or pests are found during the vacate inspection. If pets have been in the garden, it is also important that this is performed to the correct standard. If you feel that you may have difficulty meeting these obligations or you are simply too busy with the move to your next property – ask us how we can help

Outstanding Payments

Settle any rent, water usage, or other invoices up to the vacate date.

Keys and Access Devices

- Return all keys, garage remotes, swipe cards, and access fobs provided at the start of your tenancy, along with any additional copies made.

- Keys must be returned to our office by 5 PM on your vacate date. If your vacate date falls on a weekend, contact us to arrange an alternative handover.

Final Inspection and Bond Refund

Your final inspection will be completed by your Property Manager within seven days of key handover. You may attend the inspection or wait for the Outgoing Inspection Report, which is based on the Entry Condition Report.

Outstanding Items:

If repairs or cleaning are required, we will:

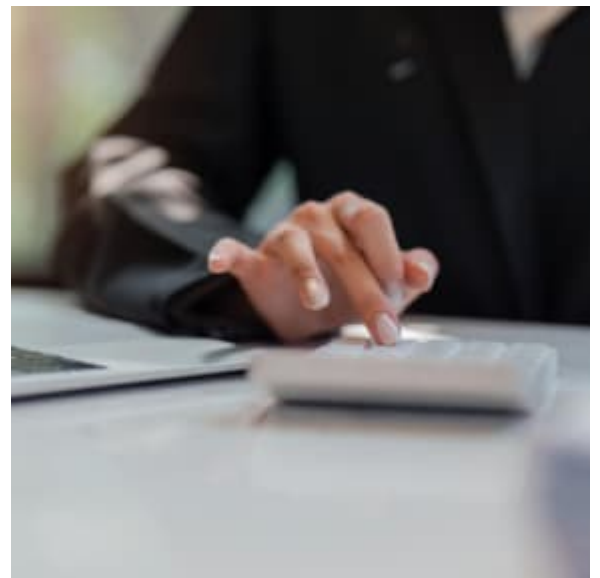
- Obtain quotes and proceed with the most cost-effective option.
- Provide you with an opportunity to address issues if agreed upon by the landlord.
- File a claim on your rental bond for unresolved items and notify you of the amounts.



Bond Refund:

If no issues arise, we will request the Rental Bond Board release your bond.

- If a dispute arises regarding bond claims, repairs, or tenancy matters, tenants can lodge an application with the NSW Civil and Administrative Tribunal (NCAT). For more info, visit <https://www.ncat.nsw.gov.au>. The bond will remain with the Rental Bond Board until the matter is resolved.



See Property Cleaning Checklist Below:



Property Cleaning Checklist

AREA	TO DOS	COMPLETED
GENERAL	<ul style="list-style-type: none"> • All walls to be cleaned and free of marks. • All skirting boards and architraves to be clean and free of dust. • All doors including handles and door stoppers to be cleaned. • All lights, including covers and ceiling fans to be free of dust and clean. • All power points, light switches, tv points etc to be cleaned free of grime and dust. • All light bulbs to be in working order (including rangehood, external lights and heat globes). • All door stoppers to be secured. • All blind weights and chains to be intact. • All remotes to be in working order with operational batteries. • Air-conditioner interior & exterior including vents to be cleaned. • Plugs to sinks are present. 	
FLOOR COVERINGS	<ul style="list-style-type: none"> • All floors must be cleaned, and stains removed <i>Please note that carpets <u>MUST NOT</u> be cleaned with self-hire/use equipment.</i> • Tiles and timber floors mopped & grout cleaned. 	
WINDOWS	<ul style="list-style-type: none"> • Cleaned inside, and (where able) outside. • Window/sliding door frames & sills cleaned. • All window tracks clean and free from dust and bugs 	
WINDOW COVERINGS	<ul style="list-style-type: none"> • Venetian blinds cleaned. • Curtains cleaned (do not wash without prior approval) - in some instances professional dry cleaning may be required. 	

AREA	To dos	Completed
BATHROOM	<ul style="list-style-type: none"> • All tiles cleaned grout and ceiling mould free. • All tapware cleaned. • Shower screen (including frame) cleaned. • Toilets cleaned inside and out (included seat, lid & base). • Vanity cleaned, inside & outside of drawers and doors including edges and drawer runners. • Exhaust fan and light fittings cleaned. 	
KITCHEN	<ul style="list-style-type: none"> • All cupboards cleaned inside and out, drawers and doors including edges and drawer runners cleaned. • Bench tops cleaned. • Oven (including trays and racks) and cooktop cleaned - ensuring all grime, baked marks etc. are removed. • Exhaust fan/Rangehood (including vents) clean. • Light fittings cleaned. • All tapware cleaned. 	
BEDROOMS	<ul style="list-style-type: none"> • Built in wardrobes cleaned, including doors and mirrors. 	
LAUNDRY	<ul style="list-style-type: none"> • Tub cleaned. • Walls and floors cleaned. • All tapware cleaned. 	
EXTERIOR	<ul style="list-style-type: none"> • External areas free of rubbish or unwanted items. • External surfaces free of dust and cobwebs. • Gardens weeded and lawns mowed (and edged). • Garage empty and clean. • Bins emptied and hosed out. 	
KEYS	<ul style="list-style-type: none"> • Keys for all locks returned. • Remote controls returned. • Instruction guides remain at the property 	

Fair Wear & Tear Guide

Fair Wear and Tear: Examples include light scuff marks on walls or general carpet wear over time.

Tenant Responsibilities: Damage such as holes in walls or significant stains on carpets must be repaired by the tenant.

Fair wear and tear (not tenants responsibility)	Damages (tenants responsibility)
Faded curtains or frayed cords	Curtains missing or torn by the tenant's cat
Furniture indentations and traffic marks on the carpet	Stains or burn marks on the carpet
Scuffed wooden floors	Badly scratched or gouged wooden floors
Faded, chipped or cracked paint	Unapproved paint job
Worn kitchen benchtop	Burns or cuts in bench top
Loose hinges or handles on doors or windows and worn sliding tracks	Broken glass from one of your children hitting a ball through the window
Cracks in the walls from movement	Holes in walls left by tenant removing picture hooks or shelves they had installed
Water stain on carpet from rain through leaking roof or bad plumbing	Water stain on carpet caused by overflowing bath or indoor pot plants

Residential Tenancy Act



NSW legislation

This Act outlines the rights and responsibilities of tenants and landlords. Familiarise yourself with its provisions to ensure compliance and protect your interests throughout your tenancy. Contact our office for guidance on specific legal queries.

See this link for more information: <https://legislation.nsw.gov.au/view/html/inforce/current/act-2010-042#statusinformation>

Thank you

Enquire

DOWLING

PROPERTY

02 4987 2226

16a William Street, Raymond Terrace NSW 2324

www.dowlingterrace.com.au