

WELCOMING YOU HOME



TENANCY HANDBOOK



TENANCY HANDBOOK

Contents

Page 3

- Services
- Documents
- Property Condition Report
- Appointments
- Payment of Rent

Page 4

- Your contact details
- Insurance
- Keys
- Renting in a Strata Complex

Page 5

- Repairs/Maintenance
- Ending the Tenancy
- National Tenancy Database
- Change of Tenant
- Contact Us

Page 6

- In case of Emergency Situations

Page 7

- Break-ins or Damage to glass
- Helpful Contractors



TENANCY HANDBOOK

Welcome to your new home! The following information is provided to assist with your moving process and for the ongoing relationship with Orana Property Management WA.

SERVICES

It is your responsibility to arrange for the connection of all services to the property (note: it may take up to 24 hours for the connection to take place). The following contact details may assist:

Synergy 13 13 53, Telstra 13 22 00 and Alinta Gas 13 13 58.

Alternatively, if you would like assistance with setting up your connections, you can reach out to MyConnect on 1300 854 478 (this is a free service).

DOCUMENTS

The Tenancy Agreement and Property Condition Report are prescribed documents and it is suggested you retain them in a safe place during your tenancy.

'Your Rights and Responsibilities' document contains useful information to assist you too.

PROPERTY CONDITION REPORT

This document is as important as the Tenancy Agreement you signed as it establishes the condition of the property at the commencement of your tenancy and will be used as a comparison upon vacate to determine any discrepancies (factoring in fair wear and tear).

You have 7 days from when you receive the report to review, make any notes as you deem necessary, and return it to your Property Manager.

This all assists with finalising your tenancy and having your bond disbursed accordingly in an efficient timeframe.

Orana Property Management is a paperless office. This means all of our documents are delivered by electronic means for signing by either tenants or owners.

DocuSign is a safe and secure platform and can be used to download forms for reading through before signing. Once all parties have signed a document, all parties will receive a finalised copy of the document in a PDF version.

Orana aims to reduce our carbon footprint by maintaining our paperless approach to business, we appreciate your contribution to this cause.

APPOINTMENTS

For any in-person appointments, please organise this directly with your Property Manager to ensure they are available at a time suitable for both parties. Our job descriptions require us to work remotely, meaning we are not always in the office during business hours.

PAYMENT OF RENT

Payment of rent is via Bank transfer only to **BSB 086-006 & ACCOUNT 32-566- 8631**. Please ensure you put the supplied Reference Number provided to you with your payments.

- Please allow 2 business days for funds to be transferred (e.g. if your rent is due on a Friday, then payment will need to be made by the preceding Wednesday). Under no circumstances do we take rental payments at our office and do not have facilities to accommodate this.
- Rent is payable as per your lease agreement and should be in advance at all times.

Orana Property WA Trust Acc

BSB: 086-006 **ACC:** 32-566-8631 **Reference:** PROPADDRESS



TENANCY HANDBOOK

YOUR CONTACT DETAILS

Please advise your property manager if you change your contact details at any time during your tenancy. We will follow a security check with you when updating sensitive information.

INSURANCE

It is your responsibility to take out your own contents insurance applicable to your own belongings.

KEYS

It is your responsibility to return ALL keys for the property to our office at the end of your tenancy. Failure to return all keys on the vacating date may result in rent being charged until they are received.

Further information relating to the change of lock can be found here -

<https://www.commerce.wa.gov.au/consumer-protection/rental-property-security-standards>

RENTING IN A STRATA COMPLEX

If you are moving into an strata complex, there are a few things you need to know:

By Laws

Each strata complex will usually have a set of **By-Laws**. These are laws set out for all occupants residing in the strata complex to abide by. Please ensure you have read your strata by-laws and ensure to follow these laws strictly. If you breach a by-law, you may be at risk of receiving a breach notice, an invoice from the strata company, and potentially a further cost for the rectification of the breach issued.

Management

The managing strata agent is responsible for the management and maintenance/upkeep of the complex and communal areas. If there are any issues with the complex, maintenance, or safety, please ensure to advise your property manager, and they will liaise with strata accordingly on your behalf.

Moving in

When it comes to moving in, there are a few things you need to keep in mind:

1. Strata companies need to be notified when occupants move in or out, this is due to the usage of a lift key and protective curtains, the parking of moving trucks, vans or trailers etc.
2. Utilities- every complex is unique, some complexes have electricity through specific providers, you need to ensure you sign up with the preferred provider to ensure your usage remains in place, and you are only charged for your metered portion of usage.

Please refer to the email/s you receive from us upon approval of application, this will instruct you on how to proceed with your strata agent & the move-in / move-out process specific to your apartment complex.

REPAIRS / MAINTENANCE

We have an expert team of qualified tradespeople to carry out repairs and maintenance to the properties we manage.

It is a provision of the Residential Tenancies Act that you advise us in writing as soon as possible of any problems that occur during your tenancy. If you do not, you may be held liable for any consequential costs the landlord might incur.

Should you have an **EMERGENCY** after business hours, please call **0499 656 640**. Should the phone not be attended to, please leave a message with your name, contact number, property it's regarding and a brief description of the emergency. Please also refer to the "**Emergency Plan for Tenants**".

ENDING THE TENANCY

The Residential Tenancies Act is explicit about how a tenancy ends. More information can be found:

<https://www.commerce.wa.gov.au/consumer-protection/when-tenancy-ends>

It is always best to communicate with your Property Manager so we can work with you when it comes to your vacate.

NATIONAL TENANCY DATABASE

The National Tenancy Database is used by Agents when processing applications for rental properties by prospective tenants. A check of the database is used to verify the information provided and to establish rental history.

As most tenants are responsible in their treatment of rental property, the information stored on the database will assist you in applying for your next rental property. The information is stored on an ongoing basis and is available to every agent in Australia.

If you require a copy of your rental history, please contact our office. When applying for a rental property or a copy of your file, photographic identification is required.

CHANGE OF TENANT

The landlord has approved the tenancy in your name/s. If a new tenant wants to occupy the property, their application must be similarly approved before they moving in. The first step is to communicate this with your Property Manager and they will guide you from here.

If the Agreement is in joint or multiple names, all parties to it are individually and jointly responsible. In other words, if the Agreement is in multiple names and one party does not have the funds to meet their commitment, the other parties are responsible for meeting that commitment.

CONTACT US

Office hours Monday – Friday 9.00 am – 5:00 pm

Attendance to the office is by appointment only

Level 3, 1060 Hay Street, West Perth WA 6005

Orana Property Group Reception

1300 509 554

WHAT IS CLASSED AS AN EMERGENCY?

Anything that is going to cause harm to you or any occupant of the property, or further damage the property if left unattended.

Should you have a genuine emergency please follow the enclosed information but please note with a repair that IS NOT classified as an emergency, the owner is NOT obliged to pay for any expenses incurred.

When contacting a contractor directly you need to let them know you rent with Orana Property Management WA. Accounts should not be settled by you, the contractor will invoice us directly.

IN CASE OF THE FOLLOWING EMERGENCY SITUATIONS:

1. Impact to Building by Vehicle
2. Severe Storm Damage
3. Severe Damage to Property (Explosion or Collapsed Ceilings)

ALWAYS try to contact your property manager first.

If you cannot contact the property manager, you must then take the following steps:

1. If injury to yourself or another person, call an ambulance on 000.
2. Call the Police and obtain a police report number (this is also used for insurance purposes)
3. If there are any burst water pipes or electrical damage turn off the relevant supply at the main point and then Call SES (State Emergency Service) on 132 500 and ask what further action to take.
4. If there is water damage to the carpets, please try and protect them by putting down old towels and we will organise to have them dried as quickly as possible.
5. If there is structural damage to the house, flooding or electrical problems and you are in danger or unsafe, please do not stay in the house, relocate to a safe environment.

NON-EMERGENCY:

The following situations are NOT classified as emergency, although you should still report immediately, however, this may take longer than 48 hours to arrange repairs.

1. Blocked Toilets (if more than one toilet), pipes, shower, kitchen sink
2. Stove/Oven not working.
3. General Repairs and Maintenance.
4. Hot water system going hot and cold.
5. Trouble with Reticulation.
6. Leaking Taps.
7. Pest Control ie: Pest Control such as ants, mice, rats, cockroaches, flies, silverfish, earwigs etc is the responsibility of the tenants and the owner is not obliged to pay for treatment.

In relation to problems with ants, mice, rats and cockroaches, it is recommended that you purchase treatments such as bombs and/or baits from the supermarket, and ensure that you have placed them in strategic locations to eradicate.

8. Power problems or area blackouts– unless they may cause injury.

BREAK IN & OR DAMAGE TO GLASS

1. Contact the Police and report the break-in.
2. The Police will give to you a Police Report number – you must report this to your property manager the next working day, ideally please email this to your property manager.
3. Without obtaining the police report number, the cost of replacing the glass will be invoiced to you. You may contact the following recommended glaziers to secure the property:

Perth - Prompt Glass (08) 9330 5555

Peel - Mandurah Glass (08) 9581 2894

4. Contact Orana Property and report in writing with photos
5. You may instruct the glazier to forward the account directly to us.
6. If the glass breakage is the result of an act attributable to yourself, you may call the glazier to repair the broken glass, however, payment of the invoice must be made by yourself.

HOT WATER SYSTEM

GAS:

If it is a gas hot water system, check that the pilot light is on.

If the Hot Water System is gas, you may contact directly:

Perth - On Tap Plumbing & Gas (08) 6206 6888

Perth – Plumbing Bros – 1300 057 827

Peel - QA Plumbing & Gas (08) 9582 8822

ELECTRIC:

If the Hot Water System is electric, you may contact directly:

Perth - Bara Electrical (08) 6206 6899

Perth – Mircomm Group 1800 090 290 / 0423 934 109

Peel - Bay Electrical (08) 9581 7057

SOLAR:

If the Hot Water System is a Solarhart, you may contact directly:

Perth – Mircomm Group 1800 090 290 / 0423 934 109

Perth - Solahart Canning Vale (08) 9350 6711

Peel - QA Plumbing & Gas (08) 9582 8822

GAS LEAK:

You may contact directly one of the above listed plumbers

ELECTRICAL PROBLEM THAT MAY CAUSE HARM TO THE TENANT:

You may contact directly one of the above-listed electricians.

BURST WATER PIPE:

Turn the water off at the mains immediately and contact one of the above listed plumbers. If the burst is on the street side of

the meter, contact Water Corporation

13 13 85



TENANCY HANDBOOK

CLEANERS:

Perth Vacate Cleaners – 0432 101 870

CKF Cleaning Services – 0416 662 071

Richard Tan Goodrich Cleaning – 0403 610 163

POWER LINES FALLEN DOWN:

Call Western Power immediately on **13 13 51**

LOST KEYS OR KEYS LOCKED INSIDE HOUSE:

Contact our office in the first instance and we will see if we can be of assistance, however you may also contact a locksmith directly, but you will be responsible for all costs.

LOCKSMITH:

If you have lost your keys, been broken into or had your keys stolen, please advise your Property Manager and contact:

Perth - Bullant Security (08) 9486 4848

Perth Locksmith Ninja – Dean - 0413 320 222

**Peel - Mandurah City Locksmiths
(08) 9583 5533**

Orana Property – Open the Door to a Better Experience