Welcome Home

Your ultimate tenant guidebook with The Leasing Lane

the LEASING LANE

Welcome

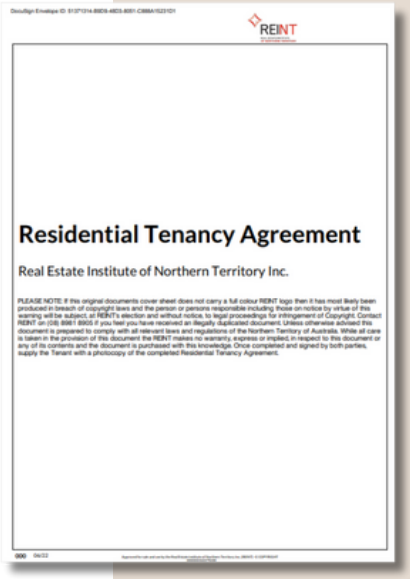
We are thrilled to welcome you as our newest tenants. As you embark on this exciting journey in your new home, we want to ensure that your tenancy experience is seamless and enjoyable. To help you settle in comfortably, we've put together a guide that covers all the essential information you need to know.

Inside this booklet, you'll find helpful resources, including important contact details, maintenance procedures, and tips for making the most of your time in your new home.

Your satisfaction and comfort are our top priorities, so please don't hesitate to reach out to us at any time if you have any questions, concerns, or feedback. Thank you

0492 327 420 I kirsty@theleasinglane.com.au I theleasinglane.com.au

Let's Get Started


Residential Tenancy Agreement

Real Estate Institute of Northern Territory Inc.

Lease Agreement

It is essential to read the lease agreement thoroughly before signing, as it is a legally binding document. Once the agreement is finalised, all parties will receive an electronic copy.

Residential Bond

Upon singing of your lease, a security deposit equivalent to four weeks rent is required to be paid and will held in our bond trust account throughout your tenancy. If all rental payments are made on time and the vacate inspection is deemed satisfactory, the deposit will be refunded at the end of your lease.

Keys

Please be advised that the keys will be handed over to you on the day of your lease start and you will be required to approve and sign for them. In the event that you lose your keys, remotes or fobs, it will be your responsibility to have them replaced. While we do have a temporary office set that can be borrowed, it must be returned promptly. If you happen to lose your keys outside of regular business hours, it is your responsibility to engage a locksmith at your own expense.

Paying Rent

Rent Payment

To pay rent, please use our rental trust account details and remember to include your unique tenancy reference code so that the funds are correctly allocated to your account. If you encounter any issues in making payments, kindly inform us as soon as possible.

Rent in Advance

When starting your tenancy, you'll need to provide a bond payment as well as two weeks of rent. The initial two weeks of rent covers the first fortnightly period that you'll be living in the property. After that, rent is due every fortnight and covers the following two weeks. If you would like to pay your rent in advance, you'll need to make an additional rental payment upon collecting the keys.

Bank Acc & Ref Number

RENT TRANSFER:
Bank: ANZ
Account Name: The Leasing Lane Rental Trust
BSB: 015 891
Account No: 3298 25753
Reference: In your lease, you will receive a unique reference number. Please use this number for all transfers

Rental Arrears

We closely monitor rent payments and address any issues promptly. It's important to pay your rent on time as it not only affects your current living situation but also can impact your future ability to rent other properties.

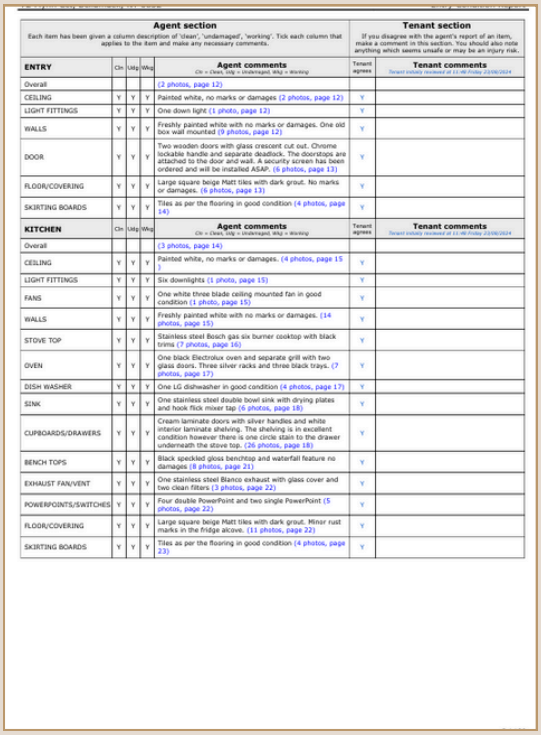
Tenants who fall behind on payments will receive the following notifications until the arrears are resolved:

- 1-3 days: Text message and email to tenant(s)
- 4-13 days: Phone call, text message, and email to tenant(s)
- 14 days: Final reminder phone call and email
- 15 days: Form RT03 will be issued - Notice by Landlord to Tenant to Remedy Breach of Agreement for Unpaid Rent.

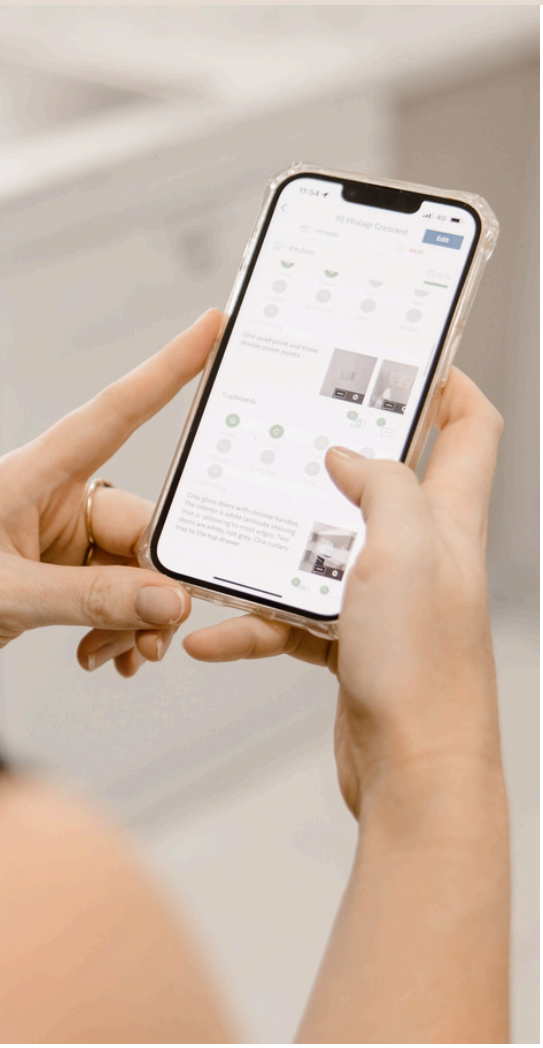
Some tips to help you with rent payments:

- Set reminders on your calendar or phone to ensure you don't forget
- Create a budget to ensure you have enough funds to cover your rent
- Alert us if any unforeseen circumstances arise that may affect your ability to pay on time
- Consider setting up automatic payments to ensure your rent is always paid on time.

Ingoing Inspection Report



Agent section					Tenant section
Each item has been given a column description of 'clean', 'undamaged', 'working'. Tick each column that applies to the item and make any necessary comments.					If you disagree with the agent's report of an item, make a comment in this section. You should also note anything which seems unsafe or may be an injury risk.
ENTRY	Cln	Udg	Wkg	**Agent comments** Cln = Clean, Udg = Undamaged, Wkg = Working	Tenant agrees	**Tenant comments** Tenant initially received at 11:48 Friday 23/08/2024
Overall				(2 photos, page 12)		
CEILING	Y	Y	Y	Painted white, no marks or damages (2 photos, page 12)	Y	
LIGHT FITTINGS	Y	Y	Y	One down light (1 photo, page 12)	Y	
WALLS	Y	Y	Y	Freshly painted white with no marks or damages. One old box wall mounted (9 photos, page 12)	Y	
DOOR	Y	Y	Y	Two wooden doors with glass crescent cut out. Chrome lockable handle and separate deadlock. The doorstops are attached to the door and wall. A security screen has been ordered and will be installed ASAP. (6 photos, page 13)	Y	
FLOOR/COVERING	Y	Y	Y	Large square beige Matt tiles with dark grout. No marks or damages. (6 photos, page 13)	Y	
SKIRTING BOARDS	Y	Y	Y	Tiles as per the flooring in good condition (4 photos, page 14)	Y	
KITCHEN	Cln	Udg	Wkg	**Agent comments** Cln = Clean, Udg = Undamaged, Wkg = Working	Tenant agrees	**Tenant comments** Tenant initially received at 11:48 Friday 23/08/2024
Overall				(3 photos, page 14)		
CEILING	Y	Y	Y	Painted white, no marks or damages. (4 photos, page 15)	Y	
LIGHT FITTINGS	Y	Y	Y	Six downlights (1 photo, page 15)	Y	
FANS	Y	Y	Y	One white three blade ceiling mounted fan in good condition (1 photo, page 15)	Y	
WALLS	Y	Y	Y	Freshly painted white with no marks or damages. (14 photos, page 15)	Y	
STOVE TOP	Y	Y	Y	Stainless steel Bosch gas six burner cooktop with black trims (7 photos, page 16)	Y	
OVEN	Y	Y	Y	One black Electrolux oven and separate grill with two glass doors. Three silver racks and three black trays. (7 photos, page 17)	Y	
DISH WASHER	Y	Y	Y	One LG dishwasher in good condition (4 photos, page 17)	Y	
SINK	Y	Y	Y	One stainless steel double bowl sink with drying plates and hook flick mixer tap (6 photos, page 18)	Y	
CUPBOARDS/DRAWERS	Y	Y	Y	Cream laminate doors with silver handles and white interior laminate shelving. The shelving is in excellent condition however there is one circle stain to the drawer underneath the stove top. (26 photos, page 18)	Y	
BENCH TOPS	Y	Y	Y	Black speckled gloss benchtop and waterfall feature no damages (8 photos, page 21)	Y	
EXHAUST FAN/VENT	Y	Y	Y	One stainless steel Blanco exhaust with glass cover and two clean filters (3 photos, page 22)	Y	
POWERPOINTS/SWITCHES	Y	Y	Y	Four double PowerPoint and two single PowerPoint (5 photos, page 22)	Y	
FLOOR/COVERING	Y	Y	Y	Large square beige Matt tiles with dark grout. Minor rust marks in the fridge alcove. (11 photos, page 22)	Y	
SKIRTING BOARDS	Y	Y	Y	Tiles as per the flooring in good condition (4 photos, page 23)	Y	



We will conduct an ingoing property condition report within three days of the lease commencement. This ensures that the tenant is not held responsible for any pre-existing damages to the property, and the landlord can hold the tenant accountable for any damages caused during their tenancy. This report will serve as a record of the property's condition, complete with written and photographic components.

After the property handover, you will receive the report electronically and will have five business days to make any necessary amendments. If the report is not returned within the allotted time frame, it will not be accepted.

Once the report is finalised, an electronic copy will be sent to you. This report will be used at the final inspection as a reference, and all items will be compared to their original condition.

Electricity

Electricity must be connected at the start of your lease and it is your responsibility to arrange this. To ensure that everything is connected on time, it's a good idea to arrange the connection one or two days before your move-in date. You can contact Jacana Energy at 1800 448 894 or visit their website at www.jacanaenergy.com.au and click on "my account" followed by "application for electricity connection or disconnection" to arrange the connection.

Water

Unless otherwise stated in your lease agreement, most tenancies come with a 125kl water usage allowance per quarter. If you exceed this limit, you may be required to pay the balance. Although the Northern Territory currently has no water restrictions, it's crucial to use water wisely and avoid wasting it. If you detect any leaks, please notify us immediately. Failure to report these incidents could result in full payment of the water account due to negligence.

Pools & Spas

As a tenant, it is your responsibility to maintain the pool or spa at the property, which involves both chemical balancing and physical cleaning of the pool. Please report any faults with the pool ASAP

Body Corporate

If you are leasing a property within a strata-titled body corporate, it's crucial to be mindful of the complex's by-laws. These regulations manage common areas, lifts, car parking, pools, and building access issues. You will receive a copy of the by-laws at the start of your tenancy.

Lawns & Gardens

As a tenant, you have a responsibility to maintain the lawns and garden.. In the case that you are unable to take care of the garden, we can recommend professional services for you to engage at your own expense

These responsibilities include:

- Regularly mowing the lawn
- Trimming hedges and bushes
- Removing any weeds that may be growing in the garden
- Watering the plants and garden beds
- Raking up any fallen leaves or debris
- Reporting any damage to the garden or outdoor areas

It is important to remember that maintaining the garden is not only beneficial for the appearance of the property, but it can also help to prevent pest infestations. Please notify us immediately if you notice any changes in the garden that may indicate ants or termites.

Rubbish

To properly dispose of waste, there will be two council bins provided on the premises. The red bin is for general rubbish and the yellow one is for recycling. Please ensure that the rubbish is sorted correctly into the appropriate bins, as any resulting fines due to negligence will be passed on.

Smoking

Please note that all properties managed by The Leasing Lane strictly prohibit indoor smoking. If you are a smoker, kindly restrict this activity to outside the property.

Break ins

In the Case of a Break-In on Your Property:

- Contact the police immediately at 131 444 to receive a police report number
- Inform us of the incident with the report number
- If you need emotional support to cope with the loss or trauma, reach out to Victims of Crime at 1800 672 242 – they offer a free service
- Please note that if the break-in resulted from negligence, you may be responsible for the cost of changing locks and creating new keys.

Mould

Mould growth can be a common problem in Territory homes. To clean mould from walls, follow these easy steps:

1. Create a solution of chlorine bleach and water, typically with a ratio of 1 part bleach to 3 parts water.
2. Using a stiff-bristled brush, carefully scrub the affected area.
3. Rinse the area thoroughly with water and dry it completely.

Pests

Due to the tropical climate in the Northern Territory, pests are a common issue for tenants. It is the tenant's responsibility to eliminate any pests or vermin, such as rats, ants, cockroaches, and spiders. However, if the infestation is more severe, it's essential to report it immediately to prevent any further damage to the property.

Hooks & Walls

If you would like to hang items on the walls, it is necessary to obtain written permission from your landlord. Please provide detailed information in your request, including the location of the walls, the quantity and type of hooks to be used.

Smoke Alarms

Smoke alarms are crucial safety devices that protect both individuals and properties. In the Northern Territory, it's required by law to have a functional smoke alarm installed in every residential property. It's important to keep smoke alarms in place and not tamper with them in any way. If you do, it's your responsibility to replace them and cover any damages that may arise.

During the term of a tenancy agreement: The tenant of the residential premises must do the following:

- Test each smoke alarm in the premises at least once every 12 months
- Notify the owner of the premises if a smoke alarm fails to function during testing
- Replace the stand-by battery in a wired smoke alarm
- Clean each smoke alarm in the premises at least once every 12 months.

Air Conditioners

As a tenant, it's your responsibility to ensure that the filters are cleaned on a regular basis. If issues arise here are some tips to troubleshoot:

1. Ensure that the air-conditioner is turned on at the isolator.
2. Check for new batteries in the remote control.
3. Ensure that the remote control is in COOLING mode.
4. Check if the filters are clean.
5. If the unit is leaking water, determine its source (left, middle, or right).
6. Ensure that the area around the condenser/outdoor unit is clear to allow proper circulation.
7. Check that all the circuit breakers are on at the switchboard.
8. Look for any flashing lights on the front of the air-conditioner.
9. Try a master reset if all else fails.

By providing us with accurate information, you can help resolve any issues with your air-conditioning unit quickly and effectively.

Please keep in mind that if a contractor visits your property and finds that the filters haven't been cleaned, you may be held accountable for the invoice

Routine Inspections

Routine Inspections

Regular property inspections are essential to ensure that the property is being well-maintained and to identify any issues that may require repairs or maintenance.

Typically, inspections occur every 14 weeks, though the specific dates may change based on tenant and agent availability. The notice will be issued to you electronically.

Failure to maintain the property may result in a breach notice being issued, highlighting specific areas that require attention, followed by a re-inspection within 10 days.

Tenants are welcome to be present during routine inspections to address any concerns or questions that may arise. If you are unable to attend, please confirm if we can use the office key to complete the inspection,

What to Expect During a Routine Inspection As part of our standard inspection procedure, we will evaluate the following aspects of your property:

- Cleanliness and tidiness of the property.
- Maintenance of the grounds, including lawn mowing, weed removal and lawn watering.
- Property damage assessment.
- Compliance with the tenancy agreement regarding the number of occupants.
- Presence of pets, if not previously authorized.

Any maintenance issues identified during the inspection will be reported to the landlord for their instructions.

If you have any questions or concerns about the inspection process, please don't hesitate to reach out. We are here to help and are committed to ensuring that the property is well-maintained and in compliance with your tenancy agreement.

Maintenance

To report a maintenance request, please submit it in writing and attach any relevant photos if possible. Once received, we will contact your landlord to discuss the situation and determine next steps. Please be aware that if you engage an emergency contractor after hours for a non-urgent matter, you will be responsible for any related costs incurred.

Agent arranged

We use a variety of skilled tradespeople to perform the necessary work. All trades are insured and provide a prompt, cost-efficient, and exceptional service. However, if you notice that the work being done is not up to par, please report it to us immediately.

Landlord Arranged

Certain landlords may opt to handle their own repairs and maintenance if they have the necessary skills to do so or they can employ their own preferred trades. You will be contacted to arrange a suitable day and time for the works

Emergency Maintenance

In the instance of an emergency repair where the agent or landlord cannot be contacted, Please refer to out list of emergency trades:

An emergency repair is any work to fix:

- a burst water service;
- a blocked or broken toilet;
- a serious roof leak;
- a gas leak;
- a dangerous electrical fault;
- flooding or serious flood damage;
- serious storm or fire damage;
- a failure or breakdown of the gas, electricity or water supply to the premises;
- a failure or breakdown of any essential service on the premises for hot water, cooking, heating or laundering;
- any fault or damage that causes the premises to be unsafe or not secure.

Pets & Approvals

Starting January 2021, the Residential Tenancies Legislation Amendment Act 2020 introduced changes to Sections 65A & 65B. Section 65A now includes a presumption that a tenant is permitted to keep a pet by giving written notice to the landlord. If the landlord objects to the pet within 14 days of receiving the notice, they must put the objection in writing and file an application with the NTCAT to determine if the refusal is reasonable.

The Facts

- Sections 65A and 65B do not apply to a tenancy agreement entered into before the commencement.
- This will apply to all new leases that commence 01/01/2021 onwards.
- Body corporate house rules still apply and cannot be overruled by the legislative changes.
- Pet bonds are not allowed
- Any tenant who wishes to keep a pet must first give the landlord written notice with details of the proposed pet
- The Act allows landlords to seek restitution from damage caused by pets from tenants.
- A tenant may give a notice under subsection (2) inrespect of more than one pet.

Disputing Pets

- The landlord has 14 days after receiving the notice under subsection (2) to object to the tenant keeping the pet & must do so in a written reply withreasoning as to why
- The landlord must then make an application to the Tribunal under section 65B.
- A tenant must not keep the pet on the premises before the expiry of the 14-day period referred to in subsection (3).
- NTCAT will determine if the landlord's objection is reasonable and that the tenant must not keep the pet on the premises
- . NTCAT may include conditions and any other ancillary matter relating to the keeping of a pet on the premises it considers appropriate.

Vacating

Providing Notice

As a tenant, when it's time to vacate the property, you are expected to provide written notice of your intention to your agent. Here are the three most common types of notice:

- Fixed term tenancy – If your lease is about to expire, you must provide 14 days' written notice before the lease end date.
- Periodical tenancy – A tenant may terminate a periodical term tenancy by providing 14 days' written notice as per the tenancy agreement.
- Breaking the lease – If you plan to break your lease, you must provide written notice as soon as possible. Please keep in mind that fees may apply. In case of a break lease, we will do our best to help you find a suitable replacement and you can also seek a replacement through your own network for additional exposure.

Final inspection

Once you have vacated the property, we kindly request that you return the keys. A final inspection will be scheduled, which you are welcome to attend. During this inspection, we will use the ingoing PCR as a reference to compare the property's condition to ensure it is clean and in the same state as when you moved in.

If any work or cleaning is necessary, we will advise you on the steps required to rectify it. It is important to note that once you have handed over possession of the keys, you no longer have the right to re-enter the property to fix any items that require further attention unless agreed upon beforehand. Here are a few reminders of things to do before you leave:

- Redirect any mail
- Disconnect your electricity (two days after lease expiry to allow for inspection)
- Return all keys or copies made
- Provide your new postal address
- Provide your bank account details for your bond refund.
- Leave all a/c flaps open

The Territory

The Top End boasts of two distinct seasons: the Wet and the Dry. The Wet season, which stretches from November to April, is marked by a surge in humidity, followed by monsoonal rains and storms. On the other hand, the Dry season, which runs from May until October, is characterized by warm, dry, sunny days, and cool nights.

The Wet Season

The monsoon season marks the time of year when a region experiences the majority of its annual rainfall. However, please be aware that this season also brings with it the potential for lightning strikes, flash flooding, strong winds, and heavy rainfall. Please take all necessary precautions to ensure your safety during this time.

The Dry Season

The Top End encounters the Dry Season between May and October, which brings about low humidity and rainfall due to dry southeast winds. This time of year causes certain regions to completely dry out, though is the popular tourist season. The cool nights create an idyllic setting that is not to be missed.

Cyclone Preparation

When preparing for a cyclone, consider the following steps to ensure that you are fully prepared:

- Create a family plan
- Stock up on emergency supplies: Food, first aid supplies, flashlights, extra batteries, a portable radio, and phone charger.
- Know your evacuation route: Get familiar with your local shelter site
- Stay informed: Keep an eye on the weather forecast and listen to local news and radio stations for updates
-

By taking these steps, you will be well prepared for a cyclone and can ensure the safety and well-being of yourself and your loved ones.

If your property has been damaged, please contact us immediately or as soon as able. It's vital to be patient throughout this process as others may have been affected too. Reporting any issues promptly is essential for insurance claims and to avoid potential liability.

$100 Gift Card Referral

Earn a $100 Referral Gift Card by referring new clients to us! As a local small business, it means a lot to us when our clients help spread the word. We always appreciate it when our clients refer new business to us, which is why we're excited to offer a $100 referral gift card as a token of our gratitude. If someone you refer to us signs up with an ongoing management agreement, we will deliver a $100 gift card to you. It's that simple!

Client Reviews

"Super easy and stress free!"

Kirsty has made moving into our new rental super easy and stress free! Quick and friendly communication with no request or question being any trouble. Would highly recommend renting with The Leasing Lane over anyone else!

Matt - Tenant

“10/10 Property Management”

Just recently moved into a property handled by Kirsty at The Leasing Lane, Best decision especially supporting a local business in the Northern Territory very grateful for Kirsty she is very prompt replies it has been a refreshing experience for me and my partner especially as this is our first property together. 10/10 Property Management Service. will 100 percent recommend to anyone that will listen. Thank you, Kirsty.

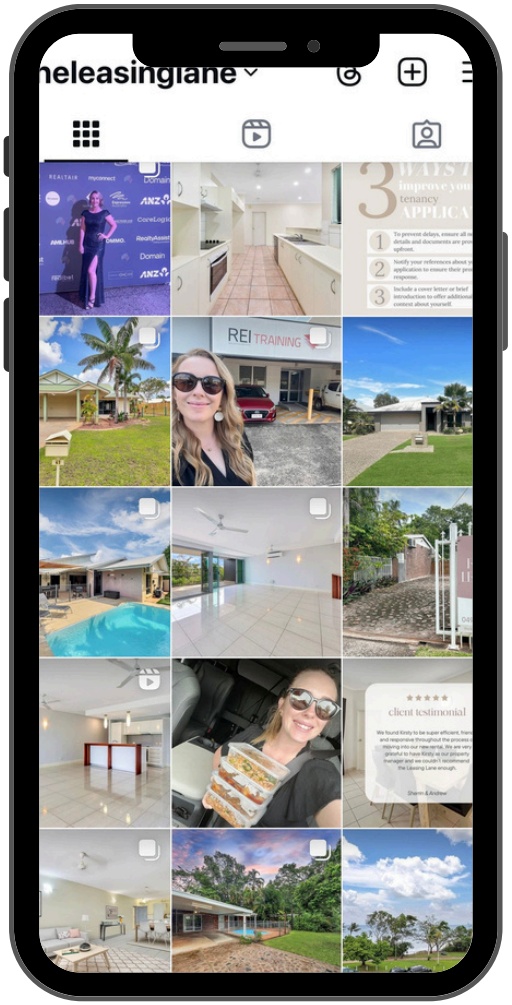
Destiny - Tenant

"Very friendly and approachable“

Very friendly and approachable! Goes out of their way to ensure you have what you need before and when you arrive at the property. Provides information readily to help out with the local area. Highly recommend.

Amelia - Tenant

FOLLOW US ON *socials!*



Stay connected with us on social media to keep up with the latest market trends, get property management tips, and join us behind the scenes as we share our weekly Property Management adventures.

The Leasing Lane theleasinglane

www.theleasinglane.com.au