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Tenant Information Pack

For a copy of the ACT RENTING BOOK go to :

www.fairtrading.act.gov.au

or contact (02) 62070400 (ACT Office of Fair Trading)

For connection of Electricity, Mains gas and Telephone, contact the following companies.

ACT Electricity, Water & Gas (ACTEWAGL)

Ph: 131 1293

<http://www.actewagl.com.au/>

May be arranged over the phone or in person at the above branches. You will be billed approximately \$29.00 for Electricity connection

Telstra

Ph: 1800 283 407

<http://www.telstra.com.au/movinghome/index.cfm>

May be arranged over the phone with 24 to 48 hours notice. A connection fee of approximately \$50.00 will be added to your first account. If it is a brand new connection, telephone has never been connected at property the landlord may reimburse you the cost of connection usually around \$209.00.

Utilities

It is your responsibility to have the electricity, gas and telephone connected at your own expense. These services must be disconnected and accounts finalised at the cessation of your tenancy. If you live in a house or townhouse with separate water meter, the water meter will be read at commencement and cessation of your tenancy. As per clause 46 of the Prescribed Terms of the lease you will be required to pay all water consumption charges incurred during your tenancy.

Inventory and Condition Report

The Inventory and Condition report must be signed by all parties and returned to En Vogue within seven days of you receiving it. Failure to do so may result in you being incorrectly held responsible for damages to the property at the cessation of your lease and your bond refund being held up.

Occupancy

Only the people named on the lease are allowed to reside at the property. If you are looking to change tenants within the property an application must be put in and approved before occupation can take place. Tenancy Application forms may be downloaded from our website and submitted by fax.

Paying Rent

Rent can be paid by mail, Direct Deposit or at any St George Bank. Please see the "Rental Payment Options" attached to your lease for more information. This information is also available on our website.

Rent arrears

If you are having difficulty paying rent please contact us to discuss the matter. We will work with you as much as possible to resolve the matter. Should we not be advised of any problem and rent be in arrears we will issue Termination notices in accordance with the Residential Tenancies Act 1997.

Change of Employment

Please notify this office immediately of any change of employment including contact telephone numbers which will assist us to locate you in an emergency.

Maintenance maintenance@envogue.com.au

Any maintenance arranged by the tenant will be at their cost. In the event of an emergency out of office hours contact 0409 585 516 and follow the steps in the "Emergency Tradesperson" sheet attached to your lease. We also ask that all general maintenance is reported in writing preferably by email as soon as possible to avoid injury or further damage.

Rubbish and Recycling

All rubbish must be placed in the proper bins and put out for collection weekly. Rubbish must not be stored in or around the property.

Car Parking

Cars can only be parked in designated areas such as garages, carports and driveways. Parking on any other areas such as nature strips will mean that you will be responsible for restoring any damages caused to these areas.

Insurance

We strongly advise that tenants take out their own contents insurance policy for their belongings. Landlord insurance DOES NOT cover damage or theft to tenants personal effects.

Security Bonds

Bonds are refunded only after:

- The final inspection has been carried out
- The Agent/Lessor is satisfied that the property is in substantially the same condition as at the beginning of the tenancy apart from fair wear and tear
- All keys have been returned to the agent and all outstanding rental paid.

Vacating property

21 days notice in writing must be provided to our office to terminate a month to month lease. The notice period begins the day the notice is received by our office. Rent must be paid up to and including the twenty first day.

Breaking a lease

If a tenant is on a fixed term lease and wishes to break it (vacate), the tenant must issue notice of their intention in writing to our office. The tenant will be responsible for payment of the rent until another occupant is found, approved and commences a tenancy along with any charges to the Lessor associated with the change of occupancy generally equal to one weeks rent.

Keys

Locks must not be changed without approval from En Vogue Property Management. If you change locks at the property a full set of keys must be given to our office within 24 hours of the locks being changed.

Pets

Animals may not be kept on the property without written permission from the lessor/agent. To keep a pet without written permission is a breach of your tenancy and will result in a Notice to Vacate being served upon you.

Body Corporate

Tenants living in a development must comply with all by-laws of the Body Corporate at all times. The House Rules must be strictly adhered to.

Use of the Property

Tenants are directly responsible for replacement / purchase of items associated with the use of the property. Such items include light bulbs, tap washers, fuses, pool chemicals etc.