

Renter Guide



**Essential information
to assist you during
your tenancy.**

Welcome to your new home.

Thank you for choosing to rent with Inform Property Group.

When you're moving into your new home, it's easy to get overwhelmed with all the things you need to sort out. Sometimes, the smaller details that can make your time in your new place hassle-free and enjoyable can slip your mind. To make sure you're well-prepared for your tenancy with us, we've put together this guide to assist you every step of the way.


Additionally, if you ever need help with Property Management, you can count on Inform Property Group for top-notch Property Management services. We treat your property investment as if it were our own, ensuring it receives the care and attention it deserves. We also offer specialised Residential & Commercial Buyers Advocacy services designed for both first home buyers and investors. Acting as your dedicated Buyers' Agents, we handle everything from property searches and analysis to negotiating and bidding at auctions. Our goal is to save you time and money by thoroughly researching all available options, both on and off the market.

If you're curious to learn more about any of our services, please feel free to reach out to us by phone or email. We're here to help!

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Tips for a successful tenancy

A modern, minimalist interior space featuring light wood paneling on the walls and ceiling. In the foreground, a dark wood coffee table with a wavy grain pattern holds a small white card or brochure. To the right, a white woven chair with a wooden frame is positioned. The floor is made of light wood planks. The overall atmosphere is clean and contemporary.

Tips for a successful tenancy

As a tenant, there are several steps you can take throughout your tenancy to ensure a smooth experience renting with Inform Property Group.

Maintain open lines of communication with your Property Manager. If there are any delays in Rent payments, damages, or issues with the property, it's important to notify them promptly.

Full communication and disclosure will help your tenancy run smoothly.

Your Property Manager will take photos. These are a great way to record the condition of the property when you first move in. You also can take pictures (that are date stamped) of the property, especially any areas that may be damaged or unclean. You should give a copy of these to your Property Manager, these photos will then form part of your entry condition report.

Keep a copy of the Tenancy Agreement, initial inspection report, rent receipts, bond lodgement number as well as any letters or emails in a designated folder or file in case you need to refer to at a later date.

Never stop paying your rent, even if there are issues with your tenancy. Failure to pay rent can affect your chances of success in any Tenancy Tribunal case and will not speed up repairs or solves issues.

Comply with the terms of your Tenancy Agreement. In particular, never make any alterations, keep a pet or let other people move in without seeking written permission from your Property Manager first.

If the property has a pool or garden, make sure that you are very clear about the expectations or tenancy conditions around who is responsible for ongoing maintenance.

Approaching the end of your tenancy and considering an extension? Promptly notify your Property Manager of your intent to extend the current agreement.

Tenancy agreements



Tenancy agreements

Fixed term tenancy

A fixed term tenancy agreement ends when the end date has been reached and the tenant gives the Property Manager notice that they will be leaving, or the agent gives the tenant notice to leave. All tenants are required to be on a fixed term tenancy.

Who can live at the property?

Only the people you originally listed on your application and who were approved by the owner can live in the property permanently. The agreement you signed with the owner specifies the maximum number of people allowed to live there. If you want to add more people, you must get permission from the owner. Please talk to your Property Manager before doing this, as having unauthorised residents is against the agreement.

If you want to replace an existing tenant with a new one, get in touch with Inform Property Group team right away. We will help you with the application process and get it approved before the new tenant moves in. Remember, you can't transfer the bond without written permission from the outgoing tenant, and this is part of the tenant transfer process.

What if I need to leave before the lease ends?

If something unexpected comes up and you have to move out before your lease is up, get in touch with your Property Manager right away. We'll do our best to find a new tenant as soon as possible. However, according to the law, you will have the following responsibilities.

- You need to keep paying rent until we find a suitable new tenant or until the lease ends.
- You'll also have to cover the costs of finding a new tenant, which includes advertising and associated charges.

Giving Notice

Your tenancy agreement is a legal agreement that protects both you and the Rental Provider. If you need to end this agreement, here's what you need to do;

Give written notice at least 28 days before you plan to leave. Please note: the 28-day notice period starts from the day after you give the notice, whether it's by hand, email or registered mail. Make sure your rent is paid in full up until your departure date. You can't assume the bond will cover the last month's rent – it's separate.

Remember to disconnect your utilities: electricity, Gas, internet and forward your mail to your new address.

Breaking the Lease

A fixed term tenancy agreement cannot be ended before the expiry unless you wish to break the lease.

Breaking your lease can be costly and needs to be thoroughly thought through. If you make the decision to break the lease, all tenants named on the lease need to advise the agency. The agency will discuss the terms of your specific agreement and will outline the costs to you.

The following break lease fees will apply if you choose to break your lease:

- Advertising costs (check the exact amount paid by the Owner)
- National Tenancy Database checks for incoming tenants
- Pro rata Leasing fee
- Rent until the day before the new lease starts or their Lease end date (whichever is sooner).

Please confirm the exact amounts and details with your Property Manager.

Rental payments & Rent reviews



Rent

Rent under your Residential Tenancy Agreement is always payable in advance. If at any time you are unable to make a rental payment, please make immediate contact with your Property Manager.

Paying your rent

Paying rent on time is your legal responsibility, and is imperative for sustaining your tenancy. Your rent must be paid on time of the due date. If you are unable to pay your rent for any reason, please call or email your Property Manager immediately to provide them with details of when the rent will be paid. Please note that you cannot stop paying your rent for any reason. In the unlikely event that you are unhappy about something at the property you must continue to pay rent on time and contact your Property Manager about your concern.

Direct Debit is the easiest and preferred method of payment. It's an easy set and forgot method.

Rent reviews and increases

Your Property Manager will give at least 60 days' written notice to increase the rent. There is no limit as to how much the rent may be increased, providing that any increase is not excessively above 'market rate.' Rent can only be increased during a fixed term tenancy where provision for this is written into the tenancy agreement and the same time frames apply.

Rent in advance

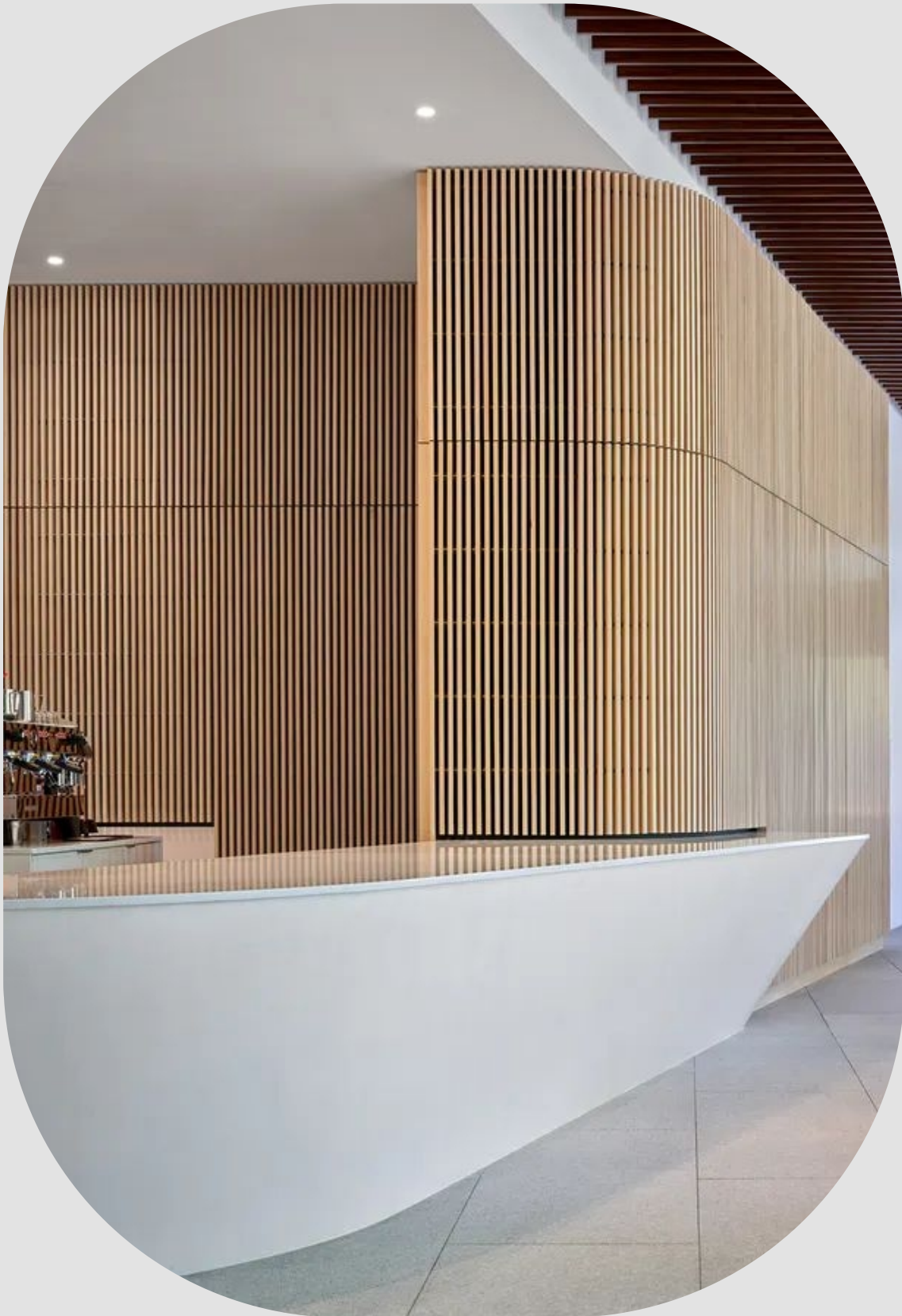
This is a concept that can be misleading due to its title and often creates confusion for renters, especially at the end of any lease.

"Rent in advance" doesn't mean that you have paid a lump sum of rent and therefore do not need to pay rent in your last week(s) of a tenancy. It refers to the concept and obligation of a tenant to pay their rent before it comes due.

Here is an example: John is a new tenant who moves into a property on 4th of Sep, paying 1 week in advance. The next payment is due by the 11th of Sep. Therefore John will have to ensure that his next payment hits the account by the 10th.

Another way of looking at this is if you were to go into a store to buy a can of soft drink then drink the content before paying for it - you'd probably find the store owner wouldn't be too pleased. You always pay for something first, then consume it afterwards. Paying 'rent in advance' is exactly the same - you purchase the time period in advance and then consume the time period by living in the property - or in other words: 'pay before you stay.'

Useful Information



Useful Information

Further information to assist you throughout your tenancy.

The Residential Tenancies Act

It is important for you to understand and follow your legal rights and responsibilities as a Renter under the Residential Tenancies Act 2010.

In each state the government produces information specifically designed for tenants which sets out their specific rights and responsibilities.

For more information please visit:
<https://www.consumer.vic.gov.au/housing/renting>

Insurance

Although the Rental Provider is responsible for insurance relating to the property itself, they are not responsible for insurance of the tenant's possessions. If your belongings become damaged or destroyed by an event affecting the owner's property (such as a fire, storm, damage, flooding or power outages) your possessions are not insured by the Owner.

For example:

- An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the Landlord's insurance.
- You are away on holiday and an electrical fault causes a power outage in the building and you return home to find your fridge/Freezer goods spoilt. The Landlord's Insurance will not cover your fridge/freezer.
- A storm blows a tree onto the house and your belongings are damaged, Landlord's insurance will not cover your possessions. Therefore, we recommend all tenants take out their own contents insurance, as well as a rental insurance policy (for liability insurance), that will cover you for any possible damage you or one of your guests may cause to the property.

Ask us how we can help keep you covered

Inform Property Concierge can help you organise an insurance policy that's right for you so you're covered from the very start of your tenancy.

Useful Information

Utilities

It is the tenant's responsibility to ensure they have set up their utilities accounts (such as gas, phone, power and internet). These must be under the tenant's own name. Remember to close these accounts when vacating.

Water rates and other outgoings

If the property has its own meter, the Renter must pay for the water they use, as well as the sewage disposal charge, unless the Rental Provider (Landlord) agrees to pay. In that case, it should be in the rental agreement (lease) as a special condition.

Routine property inspections

Routine property inspections are a requirement under most Landlord insurance policies. Your first routine inspection can only be done after you have lived at the property for at least 3 months, then only once every 6 months after that, at least 7 days written notice is required.

Due to time constraints it is not always possible to alter an inspection time, and your Inspection Manager is not obligated to do so.

Occupancy

Only the people listed on the tenancy agreement are permitted to reside at the property on a permanent basis. If a tenant on the agreement wishes to move out you must notify your Asset Manager immediately.

Painting, decorating & renovating

If you wish to make any changes to the property, including, but not limited to, decoration, painting or renovation, you must obtain written permission before any work commences.

Car Park

Tenants should only park in their designated areas that form part of their tenancy. Please ensure that cars are not parked on the grass verges or lawns and do not block shared driveways. Cars that are not registered or running are not permitted to be parked on the premises.

Pets and animals

Pets may only be kept at the property if you have first received written permission from your Asset Manager or its allowed for by way of clause in your Tenancy Agreement. Failure to do so will put you in breach of your Tenancy Agreement and could affect your ability to continue living in the property.

Useful Information

Fireplaces

If the property you are renting has a fireplace this cannot be used unless you have been given permission from your Asset Manager. A quick email can confirm whether you can use it if you are unsure. Some fireplaces are ornamental and may have their flue/chimney blocked and using it could cause a house fire or property damage.

Damage to premises

It is the tenant's responsibility to look after the property, both internally and externally. This of course includes any lawns or gardens That are part of your Tenancy Agreement. It is important to remember that you have an obligation to report any damage to the property immediately to your Property Manager.

Picture Hooks

If you wish to install any new picture hooks you will need to get written permission from your Property Manager. Picture hooks can cause damage to the walls so if in doubt, always check with your Property Manager first. Even Blu-Tack or other hanging adhesives can leave an oily residue on a wall which does not disappear with repainting.

Keys

If keys are not returned at the end of any tenancy, the tenant will be responsible for The cost of replacement locks and this can be deducted from the bond. No further keys are to be cut by the tenant without prior written consent from your Property Manager. This process is in place for your protection and security and that of any subsequent occupiers.



Strata-titled body corporate properties



Body corporate properties

If you are renting a strata-titled or body corporate property, including a unit, apartment, townhouse or duplex, there is some extra information you need to be aware of.

Common property

Within your complex there will be areas of common property, that are shared spaces. There are several standard by-Laws that relate to common property that all new tenants need to be aware of.

Parking

If your apartment or unit has one or more allocated parking bays, you must ensure that you only use the bay(s) assigned to you. You cannot park a vehicle on any area of common property, or use a visitor car parking bay on a regular basis.

Your visitors

It is your responsibility to ensure that your Visitors comply with the by-laws, including parking and their behaviour within common property areas.

Noise and disturbance

In the close living situation of a strata complex, it is the right of every occupant to be able to use and enjoy their properties and areas of common property. Therefore excessive noise and inappropriate or offensive behaviour that causes a disturbance to other occupants is prohibited under the by-laws of the complex.

Fair wear and tear

Fair wear and tear generally means damage that happens through:

- The ordinary day-to-day use of a place by a tenant (e.g. carpet gets worn from people walking on it and
- the ordinary operation of natural forces (e.g sunlight, rain)

As a tenant you are only liable for any damage caused by negligence, being irresponsible or any intentional actions that cause damage to the premises. The examples in the following will help illustrate the difference between the two:

Some examples of wear and tear:

- Faded curtains or frayed rods
- Scuffed wooden floors
- Faded or cracked paint
- Cracks from building movement

Damage for which you may be liable:

- Missing, damaged or torn curtains - either caused by the tenant or their pet/s
- Stains or burn marks on carpet
- Badly scratched or gouged wooden floors
- Broken glass window through negligence
- Holes in the walls

Maintenance



Maintenance

Please report all maintenance directly to your Asset Manager or contact our office directly via phone or email.

Maintaining the property

As a tenant you need to keep the property in a 'reasonably clean' condition. We won't be telling you 'how to live' but we do have an obligation to ensure that the property complies with health and safety laws and regulations, as a tenant you also share this responsibility. It doesn't have to be perfect, but staying on top of cleaning & maintenance will keep you in a good stead with your Property Manager and make it easier when you vacate at the end of your tenancy.

Maintenance that arises

It is your responsibility to report maintenance issues immediately. You can report maintenance By emailing, calling or messaging your Property Manager. All maintenance requests must be in writing, Please provide as much description as possible when submitting your request. If you engage a contractor to complete work without the prior consent of the Rental Provider (Landlord) that does not fall under emergency repairs you will be responsible for paying the contractor.

Fair wear and tear

Emergency repairs require urgent attention, and if it is deemed that if they are not attended to could cause injury to the tenant or damage to the property. If such situations arise you need to notify your Property Manager immediately. If it is a weekend/public holiday, you will have been provided with a list of emergency tradespeople who you can contact in these situations. It is however extremely important that you notify your Property Manager also.

Emergency repair examples may include (but are not limited to):

- Water pipes have broken or burst
- Blocked or broken toilet (if a second toilet is not available)
- Serious roof leak
- Gas leak
- Dangerous electrical fault
- Flooding/rain water inundation
- Serious storm or impact damage
- Failure or breakdown of the gas, electricity or water supply to the premises.
- Failure or breakdown of an essential service or appliance required for water or cooking.
- Hot water service failure
- Failure or breakdown of a heater or A/C.

Pest control/infestations

If you have pest infestation problems, you should check if there are cleanliness issues to address that may be causing the problem. If the cause does not appear to be related to cleanliness you could discuss the problem with your Property Manager as soon as possible to determine if eradication or fumigation is necessary. Tenants have an obligation to keep the premises reasonably clean and tidy. Infestations that can be attributed to a lack of cleanliness may be your responsibility to remedy. In these cases your Property Manager could seek an order from the Tenancy Tribunal for the fumigation work to be done and for the tenant to be charged.

Your maintenance responsibility

As a tenant you are responsible for the general upkeep and maintenance of the property, including the following:

Grounds and Garden

Refer back to your signed Tenancy Agreement or Property Manager for Clarification on this if you are unsure. However, unless you have been advised that this responsibility is not yours it is safe to assume that as the tenant, you are responsible for maintaining the grounds, lawns and gardens so that these are kept in a reasonably clean and tidy condition at all times.

Guttering

Gutters form a part of normal maintenance in A property and it is recommended that they be cleaned out at least once a year to remove leaves and debris. If you see wet patches or mould on the walls or ceiling close to the gutters then this may indicate that they are blocked and you must advise your Property Manager immediately so they can arrange to have them cleaned out.

Mould and mildew

Mould and mildew are invariable present in many Households and removing and containing it is the Tenant's responsibility. There are three conditions That have to be present for the growth of mould:

- Mould spores
- A surface with sufficient food source to maintain life.
- A source of moisture

To prevent moisture build-up from inside the home You need to have a balance between adequate heating and ventilation. The interior temperature should ideally be maintained between about 18 to 22 degrees for comfort. Ventilate your home by leaving windows open a centimeter or two, depending on the outside air movement and the amount of cross ventilation.

Preventing mould

- Open the windows and doors when you are home
- Use exhaust fans for steam to escape from cooking and bathing
- Open curtains early in the morning and close them when the sun goes down
- Do not put damp clothes or shoes in a wardrobe.
- Wipe condensation off walls and windows when it happens
- Hang washing outside to dry when possible
- Use electric heaters rather than gas (gas heaters expel water as the gas burns)

Removing mould

- To protect your health and that of your family/ flatmates remove mould as soon as it appears
- You can use diluted household bleach (one part bleach mixed with three parts water), or a less abrasive cleaner like cider vinegar.
- Use a sponge or cloth when washing off mould and rinse it often to reduce the risk of it spreading.

Pot plants

Please keep pot plants outside where possible. If They are to be put inside, please check with your Property Manager first, preferably in writing, to ensure You do not breach your Tenancy Agreement. Pot plants placed on hard surfaces may leave a circular indent, stain or damage and pot plants placed on carpet areas run the risk of rotting or damaging the carpet underneath. If pot plants are placed outside, ensure they are not put on a deck or other wooden surfaces as this could cause discolouration of the wood.

Troubleshooting

No electricity

Check fuses and the safety switch located in the electrical meter box. If the safety switch has tripped, reset it. If it trips again, turn off all The powerpoint and unplug your appliances. Reset the safety switch again, then begin plugging in your appliances one by one to find out which one is tripping the switch. If the appliance belongs to you, the repairs are your responsibility. If the appliance belongs to the owner, contact your Property Manager who will arrange repairs.

If you can not restore power after you have checked the fuses and safety switch, check if your neighbours have power. Your local electricity provider will be able to advise you if there are any faults in your area.

If you have completed these checks and cannot find the cause of the problem, contact your Property Manager.

Hot water systems

If you experience problems with a gas hot water system, check the pilot light has not gone out. There should be instructions on the system for relighting the pilot light. You can also adjust the temperature of the water again, check the instructions.

Washing machines and dryers

For washing machines, check the hot and cold water connection hoses and taps before calling to report a problem. Dryers will need to have the lint filter cleaned after each use. If the appliances belong to you, you will responsible for any maintenance.

Blocked sinks and drains

You are responsible for keeping all sinks, tubs, showers and toilet drains lines clear. Do not allow anything into the plumbing system or use them for any purpose other than their original design. Sanitary products, diapers, facial tissues, condoms, cotton swabs, cigarette butts, coffee grounds, cooking fat or oils are not to be flushed down the toilets or otherwise deposited into the drain.

If a kitchen sink or laundry tub is blocked try this solution first. In a dry sink, pour 1 cup of baking soda down the blocked drain, and ensure that the powder makes its way down the drain. Next, pour approximately 2 cups of boiling water in and wait several minutes. add one more cup of baking soda in and immediately follow it with 1 cup of plain white vinegar. If there is a recurring problem with blocked sinks or drains, please advise your Property Manager.

Your safety - being aware

The highest priority must always be for your safety, the safety of your children, other occupants and visitors. For this reason we ask that you please be aware of your surroundings and notify us right away if you have any concerns.

Some things to be aware of include

- Exposed wiring, faulty power points
- Gas smell or odour
- Broken or cracked windows
- Loose or faulty locks
- Loose or rotten floorboards
- Damage to paving and pathways

Moving Out



Moving out

Planning your move

Remember you will be responsible for paying rent until the keys and security remotes are returned. We recommend getting started early when you decide to move out of the property. Packing often takes longer than you anticipate and if you leave it to the last minute you may cause yourself undue stress and extra costs.

We will contact you to make arrangements to start showing prospective tenants through the property ahead of your departure. We understand there will be some disarray while you're packing, which is fine, but if you could please ensure that the property is in good condition for these inspections it would be much appreciated.

Here are a few other tasks that are important to remember ahead of moving day:

- Fill out a mail redirection form with Australia Post. This will make sure any mail from People you haven't notified of your Address yet will still reach you. We cannot guarantee mail direction.
- Contact your utility providers (telephone, Power, gas) and inform them of your Moving date so that final readings can Be carried out and they can arrange for These services to be connected in your New home.
- Make a booking with an approved carpet Cleaner when you know when the property will be vacant.

Keys

It's important to remember that your tenancy isn't considered finished until you return all keys, fobs and remotes for your property. This includes any copies you might have made. Until all the keys are back, you're responsible for paying rent.

Ask us how we can help you make your move easier

Inform Property Concierge services are here to assist you with your move. We will connect you with the right services to make your move hassle free, from tradies and cleaners to removalists.

Cleaning

Your Property Manager will provide you with a specific vacate checklist around what is expected of your final clean. Generally, you should expect to do the following as a minimum:

Inside the property

Walls

Clean off any dirty, scuff marks, finger or food marks.

Ceilings

Remove any cobwebs and fly spots. Clean off mould, particularly in wet Areas.

Light fittings

Clean off dust. Check all bulbs are working and replace any that don't.

Skirting Boards

Wipe down with a damp cloth to remove all dust.

Windows

Clean inside and out, including sills, runners and window tracks to remove dust build up and any dead insects.

Stoves

Clean stove top, control display, knobs, any pull out or in-built drip trays, griller racks, oven racks, trays and inserts.

Kitchen Rangehood

We pay attention to detail & market your investment on all Real Estate platforms

Bathrooms

We pay attention to detail & market your investment on all Real Estate platforms

AC & heaters

We pay attention to detail & market your investment on all Real Estate platforms

Cupboards/drawers

We pay attention to detail & market your investment on all Real Estate platforms

Curtains/Blinds

Wash any washable curtains. If there are Venetian blinds, clean off the blind slats. Wipe down any other type of blind.

Floors

Mop/wash all floors ensuring corners and hard to get areas are also cleaned.

Outside the property

Lawns

Freshly mowed and edges trimmed (best done night before you vacate)

Rubbish

Remove any rubbish or items that have been placed around the property.

Gardens

Remove any weeds, rubbish or built up leaves.

Paths

Sweep paths and paving areas (Best done night before you vacate)

Getting your bond back

Some or all of the bond can be claimed for anything left undone by the Tenant in relation to the tenancy, such as unpaid rent, damage to the Property, items missing, cleaning or gardening.

Getting your bond

When vacating the premises it is our goal to assist you in securing your bond refund. your Property Manager will need to inspect the property, referencing the initial and outgoing condition report, this helps to determine whether there are any areas of the property that will require further rectification work by you, such as cleaning or repairs. Your Property Manager will discuss this with you in detail and provide you with a written report and list on any areas that are your responsibility. Attending to these matters quickly helps expedite the process.

Some or all of the bond can be claimed for anything needing to be rectified by the tenant - relating to the tenancy, such as unpaid rent, damage to the property, missing items and cleaning or garden maintenance.

Refunding the bond

When the final inspection has been completed, and providing everything is in order, the bond refund form is to be completed by both the agent and tenant. Refunds are made directly into your account that rent is paid from. Please note that bond refunds usually take up to three to five working days to process.

If a refund amount is not agreed

If the tenant and the Property Manager cannot agree on the amount of costs that should be taken out of the bond, then either the tenant or the Property Manager (or both) can make an application to the Tenancy Tribunal for Mediation and dispute settlement. There may be a fee for this dispute hearing. The application will then be given to a mediator, who will contact the parties involved and set up a time for a mediation, which may be done by phone or in person. Both the Property Manager and tenant will be able to discuss the claim being made on the bond and, with the mediator's help, may be able to reach a mutually agreeable outcome. The mediator will then write an order as to how the bond is to be paid out. This order is binding as a court order. If no settlement is reached in mediation, the application will be set down for a hearing in the Tenancy Tribunal.

Important things to note around bond refunds

The Property Manager does not have to release any of the bond before the tenancy ends, in order for there to be sufficient bond for the next rental property (the same goes for any bond transfers).

There is no required time-frame around how long after a tenancy ends in which a bond should be refunded, however the time-frame should be reasonable and if there are any delays these should only be due to outstanding invoices or repairs and damages.

Although it is recommended, the tenants do not have to be present when the final inspection is carried out. The Property Manager has the right to complete the inspection on their own.

Failure to hand back all the keys for a property can delay bond refunds or result in charges being dedicated for lock and key replacements. Please ensure that all keys are accounted for at the end of the tenancy.

Some household hints

Adhesive marks

Remove these with methylated spirits.

Ants

Black pepper, baby powder or Borax sprinkled under rugs will deter ants.

Bird droppings

If fresh, wash with warm water. If dried, scrape off excess with a mix of mild detergent and water, adding a few drops of ammonia to remove stain.

Carpet

Where carpet has been flattened by heavy Furniture, place ice cubes on the area and the carpet will lift as the ice melts. To deodorise carpet, sprinkle generously with baking soda before vacuuming.

Carpetn stains

Wine: If just spilt, soda water can be used with A paper towel. If it has been there for some time, dampen the spot and apply Borax. Leave Borax on the stain until it is dry then vacuum. Pouring table salt directly onto freshly spilt red wine can also absorb the wine, use a mixture of baking soda and white vinegar for any stubborn stains - dab, don't rub.

Fruit Juice: Make a solution with one teaspoon of Borax and 1/2 litre of warm water to sponge over the area.

Dog urine: Sponge with white vinegar and spray carpet with deodoriser.

Lipstick: Dampen the spot with eucalyptus.

Oil: If just spilt, put talcum powder on the spot to absorb oil, then sponge with eucalyptus.

Excreata and vomit: Remove solid matter and mop up excess moisture. Sponge with white vinegar or soda water. Add a few drops of "Nilodor" to offset the smell.

Drains

Pour a small amount of bleach down the sink to bring drains up nice and bright. This also works well removing hair in shower drains.

Doors

A damp cloth is normally sufficient to clean doors, however if they are heavily marked use a detergent solution. Do not use a scouring pad.

Eaves

Use a garden hose and stiff broom to remove cobwebs, dirt and dust.

Files

Keep crushed mint on the kitchen bench to deter flies from entering the kitchen, or leave some bay leaves on your window sills. Mint also deters fleas.

Grouting

For coloured grouting use Epsom salts and a soft brush to clean off residue. For white grouting use bleach with a soft brush to remove residue.

Gutting

Gutters should be cleaned out regularly, especially prior to winter to avoid damage.

Hairspray

To remove hairspray marks from mirrors, tub with a soft cloth and methylated spirits.

Insects and pests

Sprinkle Borax powder around skirting boards or appliances to repel unwanted guests. Warning: borax can be toxic to children and pets so use with caution.

Laminex

Most stains and marks can be removed by rubbing with toothpaste on a soft cloth.

Mirrors

To prevent bathroom mirrors from steaming up, rub the mirror with a cloth dipped in glycerine and polish off with a soft brush.





Thank you & enjoy your new home.

If you have a compliment or a complaint we want to hear from you.

Your feedback is important to us and we welcome your feedback. It will provide us with the opportunity to refine our services and provide you with the level of service you deserve.

This Renter (tenant) information guide has been developed to help make your tenancy easier and should be used as a reference only. This responsibility still lies with the Renter (leaseholder) to ensure they keep copies of all relevant lease documents and that they are aware of their obligations that they have signed upon with their Property Manager. If you have any questions or concerns relating to your lease or the property that you are leasing, it is always best to contact your Property Manager directly.

A great source of free impartial tenancy advice is the Tenants VIC website <https://tenantsvic.org.au> where you can learn more about anything tenancy related.

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PERSONAL. PASSIONATE. PRINCIPLED.**



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FIND OUT MORE**

[Informproperty.com.au](https://www.informproperty.com.au)

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