

## Your property is becoming vacant - so what happens?

The Residential Tenancy Agreement (or the Lease) has expired and your tenant gives the required 21 days notice to vacate - so what happens?

We notify you, the owner, to let you know your tenant is moving out on a particular date.

When we acknowledge the vacating notice we tell your tenant how much rent will need to be paid up to and including the vacating date. Rent is due until the keys to the property are returned to our office.

In the acknowledgement we talk about the Rental Bond refund which is done electronically once we have advised the Board that the bond can be released to the tenant. However, the property needs to be returned, as near as possible, in the condition the property was when the tenancy commenced.

*All is pleasant when tenants come to our office to sign their Residential Tenancy Agreement (RTA or Lease).*

*We sit the new tenant in a quiet office where he/she can read the RTA again, because a copy had been emailed. When Maureen, Barbara or Seiko are ready to have the RTA signed they always ask the tenant: "Do you have any questions?"*

*Property managers go through*

We include the details of the three cleaners who could assist, if needed.

A Property Manager does the final inspection and determines if the presentation of the property is satisfactory. Often there is discussion on this topic.



The property is photographed and listed not only on our own website but on *realestate.com*, *domain.com* and *homely.com*. Open house inspections are held every day at various times.

So now we have a tenancy application and before it can be processed we must have the required documents.

*the RTA in great detail covering special areas like how the rent has to be paid on time and electronically, that it is a NON SMOKING property, that no pets are allowed, and that sub letting is not permitted.*

*Every tenant has a unique ID in our system. Paid rents are down loaded each day from Macquarie Bank. When this is completed Sue prints off a Rent Arrears list. For those tenants who are 8 days*

We don't put any emphasis on references - the real reference we want is a copy of the applicant's current Tenant Ledger which shows if the rent was paid regularly and on time. We also require copies of current pay sheets, copy of passport, copy of a Drivers Licence and MediCare card plus a copy of a current Bank Statement.

## Can the applicant afford the rent?

The rule of thumb is that the rent should not be more than 30% of the applicant's weekly salary.

All of this information is checked before details of the prospective tenant are presented to you.

We do our best to get you the right tenant but nothing is perfect.....

*behind we send a text message reminding them that their rent is due.*

*If the rent has not been paid at 14 days, the Law allows us to send a Termination Notice which gives the tenant another 14 days (+ 4 days postage allowance) to bring their rent up to date.*

*If the rent is still not paid and we get no response to text messages or phone calls we can then apply to NCAT for a Tribunal Hearing - this is a last resource action.*