



# Tenant Guide

## Rental Payments

On your Residential Tenancy Agreement, lease term and conditions are indicated there and most importantly your rent due every month. If by any chance you are not able to pay your monthly due, please do contact our office as soon as possible. You can pay your monthly dues by Direct Deposit of Scott Bank's bank account which is also indicated on the Residential Tenancy Agreement. Once we have received your payment, the property will be off the market and will be marked as lease.

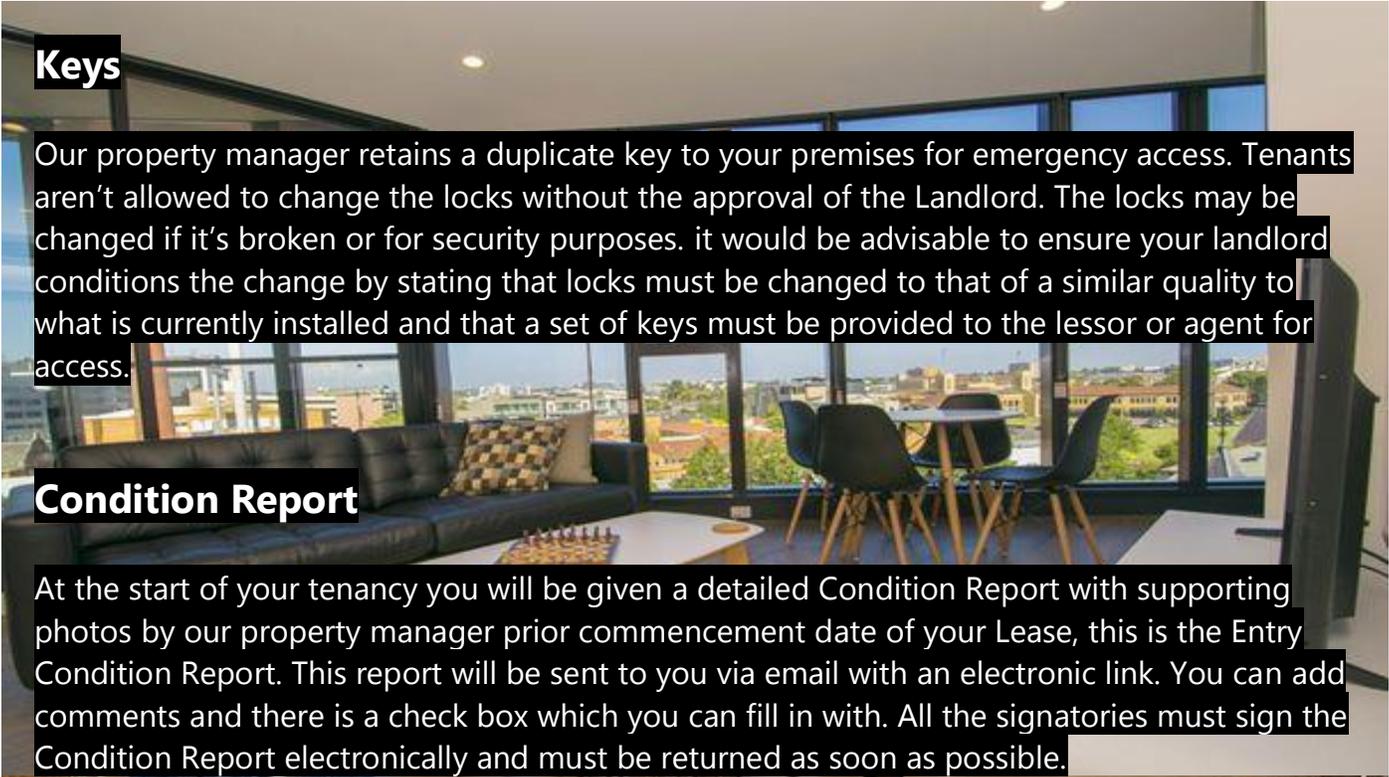
## Rental Bond

Your rental Bond is held as security against any damage or undue wear and tear during the term of your tenancy. It is refunded promptly after you vacate, provided that the property is left in the same condition as when the Residential Tenancy Agreement commenced (allowing for wear and tear) and there are no other remaining balances. Once the Bond is received it is sent to the Residential Tenancies Bond Authority. You will receive a link directly from the RTBA to electronically sign the Bond Lodgement Form which provides confirmation of the Bond amount and tenancy details.



## Inspections

During the period of your tenancy, our Property Manager will inspect your premises after you have been provided with up to 7 days notice. Conducting inspections from time to time benefit both the tenant and landlord because in this way, we maintain the condition of the property. The first inspection is conducted 3 months from your move in date. Our office will contact you for the scheduled time and will make adjustments if it requires any. The following inspections will be conducted every 6 Months.

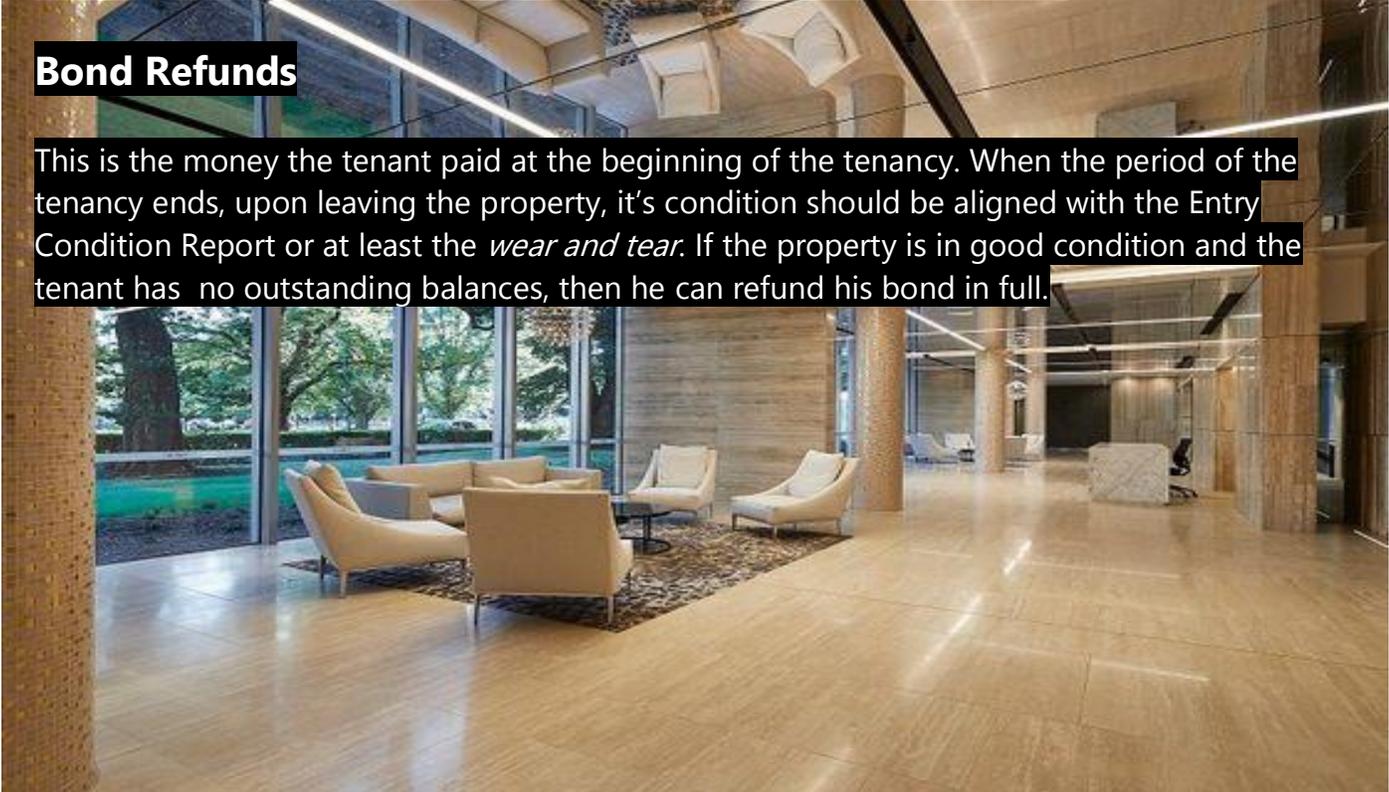


## Keys

Our property manager retains a duplicate key to your premises for emergency access. Tenants aren't allowed to change the locks without the approval of the Landlord. The locks may be changed if it's broken or for security purposes. It would be advisable to ensure your landlord conditions the change by stating that locks must be changed to that of a similar quality to what is currently installed and that a set of keys must be provided to the lessor or agent for access.

## Condition Report

At the start of your tenancy you will be given a detailed Condition Report with supporting photos by our property manager prior commencement date of your Lease, this is the Entry Condition Report. This report will be sent to you via email with an electronic link. You can add comments and there is a check box which you can fill in with. All the signatories must sign the Condition Report electronically and must be returned as soon as possible.



## Bond Refunds

This is the money the tenant paid at the beginning of the tenancy. When the period of the tenancy ends, upon leaving the property, it's condition should be aligned with the Entry Condition Report or at least the *wear and tear*. If the property is in good condition and the tenant has no outstanding balances, then he can refund his bond in full.