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## Renting with Prime Estate PM

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At Prime Estate we believe that open, honest communication and co-operation from all parties creates a positive rental experience. We have compiled the following information to enable a smooth tenancy and recommend you keep this together with your Lease Agreement, Condition Report and Tenant's Rights booklet.

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### **OUR OFFICE**

Office hours are Monday to Friday 9.00am – 5.00pm. Our team spend large portions of their day on the road or with clients so email is always the best way to reach us, and many matters need to be reported in writing.

Prime Estate Property Management  
299 Moray Street  
South Melbourne Victoria 3205  
P 03 9686 0037  
E [martine@primeestate.com.au](mailto:martine@primeestate.com.au)

### **PAYMENT OF RENT**

As the tenant, payment of rent is your most important responsibility. It is required that you pay one monthly lump sum by via the DEFT/Bpay payment system (details on the card provided) There are no exceptions to this and for security reasons we cannot accept cash under any circumstances.

### **LATE PAYMENT OF RENT**

Where payment is not received in full and by the due date, it is our obligation to the owner of the property to follow this up daily. We may use email, SMS, phone calls or letters to do this. Please remember that the owner of your property has financial commitments to meet and rely on your rent being paid on time.

You agree to contact Prime Estate before the due date should you find you are not able to pay the rent. **We have a zero tolerance to rent arrears and the below and is a guideline as to the steps we take if rent is in arrears.**

The reminder notices and frequency are listed below:

Category	Time Elapsed	Reminder Notice
Category 1	1 to 3 days in arrears	Text message, email and phone call
Category 2	4 to 7 days in arrears	Phone call and letter
Category 3	8 to 14 days in arrears	Formal letter and commencement of eviction procedures
Category 4	14 days in arrears	Notice to vacate rented premises is issued

## **MAINTENANCE PROCESS**

1. Maintenance is reported by the tenant in writing via email.
2. Property Manager will confirm receipt and may ask for additional information including photos.
3. Landlord is advised of maintenance item and their instructions are sought
4. Once approved by the landlord, a work order is sent to the appropriate tradesperson who will contact you within 2-3 business days. If this does not occur please notify your property manager
5. Tradesperson attends within 14 days of the maintenance being reported (except in urgent scenarios)
6. Please notify your property manager if the work does not seem to be satisfactorily completed, otherwise the job is deemed completed once we receive the invoice

## **URGENT MAINTENANCE**

Should an urgent maintenance item, as defined below, occur outside of business hours, an emergency tradesperson can be called directly to attend.

Plumbing	Laser Plumbing	0418 395 888
Electrical	Alert Electrical	03 9338 8951
Flood, Storm	SES	12 25 00
Police	Emergency	000
Ambulance	Emergency	000
Firebrigade	Emergency	000

## **URGENT REPAIRS**

An urgent repair is defined by the Residential Tenancies Act as one of the following:

1. A burst water service
2. A blocked or broken toilet system
3. A serious roof leak
4. A gas leak
5. A dangerous electrical fault
6. Flooding or serious flood damage
7. Serious storm or fire damage
8. A failure or breakdown of the gas, electricity or water supply
9. Any fault or damage in the premises that makes the premises unsafe or insecure
10. An appliance, fitting or fixture, which is not working properly and causes a substantial amount of water to be wasted
11. A serious fault in a lift or staircase in the rented premises.

***Prime Estate appointed tradespeople must be used. Should you engage a contractor not approved by Prime Estate and the costs are unreasonable, you may be liable for these charges.***

***Should a tradesperson be called out after hours and the fault is not deemed to be urgent or no fault is found you will be liable for these charges.***

***If a repair is requested and it is caused by tenant omission or neglect, you as the tenant agree to be responsible for payment of the account. For example: a power failure due to one of your faulty appliances, a foreign object blocking toilets or garbage disposal units or lighting of a gas pilot light. It is your responsibility as the tenant to replace any blown light globes throughout the property during the tenancy and replace any cracked or broken windows.***

## **INSURANCE**

It is our strong recommendation for you to take out contents insurance for your belongings. The Landlord's insurance does not cover your belongings, nor does it cover fire levy applied to your property in the case of fire brigade's attendance.

## **ROUTINE INSPECTIONS**

Prime Estate will carry out routine inspections on the property to ascertain the condition of the property and necessary maintenance requirements. You will receive adequate notice before any inspection.

Inspections are carried out frequently during the course of the tenancy. Our first inspection is carried out after three (3) months and then every six (6) months following.

As our Landlord's may at times attend these inspections, we would ask that you please ensure that the property is well presented for these inspections. Inspections

are conducted during office hours. The dates and times are unable to be changed due to demographic scheduling of staff.

Our process is to advise you in writing about the date and approximate time range your inspection is scheduled to occur and should you not be home, we will use the office master key to access the property as in accordance with the Residential Tenancies Act.

Expected Cleaning Standards	
Item	How often it should be cleaned
Walls	Every 6-12 months
Carpet	Vacuum once per week, professional clean once per year
Windows	Internal/external once per year
Oven / Range hood	Weekly – clean all trays and filters every 3 months
Bathrooms / Toilets	Weekly – grout should be scrubbed with anti mould once a month
Splitsystem Filters	Clean filters every 3 months
Light Globes	Changed when blown or no longer working *Note it is the tenant's responsibility to change the globes throughout the tenancy and ensuring they are working prior to vacating
Gardening	Every month *Note it is the tenant's responsibility to ensure that the gardens are kept weeded, lawns mowed and garden beds cleaned throughout the tenancy
Smoke Detector	Every month *Note it is the tenant's responsibility to change the batteries on a yearly basis throughout the tenancy

## **CONDITION REPORT**

In accordance with the Residential Tenancies Act you must return a fully signed copy of your condition report form within 3 business days of receipt. Should you fail to do so, any issues that may arise at the end of the tenancy may not be considered by a member at VCAT and you may be held liable for damage that was not reported.

Please note your condition report form is not a maintenance request.

## **BREAKING YOUR TENANCY AGREEMENT**

If you wish to break your tenancy agreement the following conditions will apply:

1. You are responsible for and must pay rent until the property is re-let to a suitable tenant – or until the end of the tenancy agreement – whichever is sooner.
2. You are responsible and must pay a pro rata letting fee, which is equivalent to 1.5 weeks of the weekly rental value.
3. You are responsible for and must pay for all out of pocket expenses normally charged to the Landlord. This includes a charge of \$360.00 for media advertising. You must pay these charges prior to Prime Estate starting the re-let process for the property.

## **REFERENCES**

In accordance with our Company Policy, tenant information including ledgers are kept and will be used to provide tenant references as requested by agents on your behalf. All information provided will be honest and accurate.