

## Getting Started - Before moving in

### Utility Connections

It is the responsibility of the tenant to have electricity, gas, phone, internet and other services connected to the home. These services must be transferred from your previous address, be connected in your name or a new account set up with each utilities company.

Make sure you organise your utility connections to take effect on the day you move into the property. This can be done by calling your provider and informing them you will be moving. You will need to supply to them the move in date and the property's address.

If you wish, we can arrange to have this done for you. Please let us know if this is something you require assistance with.

### Lease Signing Appointment and Tenancy Induction

To ensure you have the right expectations regarding the start of your tenancy and the induction process, we ask you to observe the following important points:

**Keeping Your Appointment Time** - the time you have been allocated for your tenancy induction has been specifically allocated amongst our other appointments, which are usually 'back-to-back'. This means it is crucial you are on time for the appointment because if you are late, our induction time may have to be allocated several hours later until the next complete time slot is available.

**Avoid being inconvenienced!** Therefore, to avoid unnecessary delays and inconvenience please ensure you are on time for your appointment. If you believe you will be delayed, even by 10 minutes, please call us ahead so we can confirm if another appointment time will need to be made to accommodate your change in appointment circumstances.

**Appointment Time Allocation** - as we need to explain all your tenancy details thoroughly, please allocate up to 45 minutes for your tenancy induction.

**All Persons to be Present** - all tenants approved on the application will need to be present (people who will be legally responsible and signing the lease).

**No Cash Policy** - we have a no cash policy! If you are unable to EFT funds, could you please supply us with a bank cheque. We regret that we are unable to accept a personal or a company cheque, and due to security reasons, we are unable to accept cash.

**Payment of Bond and Rent** – You have an option to lodge and pay your bond yourself, details will be provided to you separately.

You may also arrange with us to pay your first payment of rent and bond by EFT, however this must be previously agreed to and arranged with enough time for the funds to transfer to our account before the start of tenancy.

**Bank Cheques/Money Orders to be made out to** – The Realestate Agency Rental Trust

### Possession Granted

Please note that possession of the property will be granted once the following has been fulfilled

- **Tenancy Start Date** - your tenancy start date has commenced and your Lease has been signed.
- **Rent** - your first 2 weeks rent has been received by One Agency City Inner West
- **Bond** - your full bond payment has been made and received by the Rental Bond Board

### Issuing of Keys

Under all circumstances, we cannot issue any keys earlier than the start date of the tenancy for legal and security reasons.

During your Lease Signing Appointment and Tenancy Induction we cover the following items with you:

- **Tenancy Agreement** - the specific details of your tenancy with us
- **Payment of Rent** - how we would like you to pay your rent
- **Zero Tolerance Late Rent Policy** - we will explain our zero-tolerance policy to late rent payments. You will also be asked to sign a Rent Arrears Management Procedure form
- **Bond Lodgement** - sign the lodgement form that will accompany the lodgement of your bond or if you wish to lodge and pay the bond yourself this must be cleared before your lease signing appointment
- **Property Condition Report** - we will explain what you need to do with your property condition report
- **Repairs and Emergency Repairs** - our procedures
- **Office of Fair Trading Fact Sheets** - will be issued to you
- **Routine Property Inspections** - process explained
- **Any other important matters** – including yours and our obligations
- **Monies receipted** - at this appointment we will issue you with a receipt for your payment of any rent/bond, unless already receipted beforehand

After all of this is completed, you will be given access to the property by providing you with keys and any other access information.

### For more information

Email: [pm@therealestateagency.com.au](mailto:pm@therealestateagency.com.au)