



Welcome to Infinity Property Solutions

Infinity would like to wish to welcome you and sincerely trust that your tenancy with us will prove to be an enjoyable experience.

If you have any concerns or queries in relation to your Tenancy, please do not hesitate to contact us anytime
1800 056 426 OR Lynette 0408 735 515

Be sure to read your copy of your Tenancy Agreement carefully so that you are fully aware of your rights and obligations.

Managing your tenancy agreement should be a straightforward, simple process. We have developed this guide to assist you in settling into your new home and throughout your tenancy.

The following information is provided to ensure you have a trouble free tenancy with Infinity Property Solutions.

Office Hours for Enquiries and Advice

Available 7 days a week

8.30am - 6.00pm Monday to Friday (Saturday & Sunday by appointment only)

On leasing your new home from us you will be provided with a phone number for 24 hour emergency contact with our property management team in the event of a household emergency.

RENTAL PAYMENTS

Rent is to be paid on the due date at all times, Infinity takes a very hard line with rental arrears. If at any time you are unable to make a rental payment, on or before the due date, please make immediate contact with us.

Payment methods available to you:

- Direct Deposit
- Direct Debit
- Electronic Funds Transfer

BOND

The Residential Tenancies Authority holds bonds. The Bond cannot be used as rent toward the end of a Tenancy and the Bond will not be released until after your property has been vacated and Inspected by Infinity Property Solutions. If a Change of Shared Tenancy occurs during your Tenancy, new signatures will need to be lodged via a Form 6 to the Residential Tenancies Authority. Please contact our office should you require information regarding this.

REPAIRS AND MAINTENANCE

Should you require repairs or maintenance on your rental property you can either:

- Submit an online Maintenance Request Form
- Fax or Mail us in writing using the Maintenance Request Form provided in your Tenancy Folder

Only emergency repairs, such as a burst pipe or failure of an essential service will be verbally accepted. All repairs are attended to as promptly as possible; however, it is often necessary to obtain the Landlord's approval and/or quotes before any work can begin, so on occasions a delay is sometimes unavoidable. We will keep in constant communication with you, so that you are aware of pending timelines.

If firm arrangements regarding access for any trades people are not kept by you, the service charge for calling the tradesperson will be automatically passed on to you for payment.

TENANT'S RESPONSIBILITY

Tenants must keep their rental premises in a reasonable state of cleanliness and if include lawns and gardens these must also be kept neat and tidy.

Tenants must notify Infinity Property Solutions of any damage to the premises as soon as possible, preferably in writing, being responsible also for the damage caused by other occupants of the premises or any person the tenant allows on the premises.

A tenant cannot, except with the written permission from, Infinity Property Solutions attach any fixture or make any renovation, alteration or addition to the premises. This can range from small changes like picture hooks in walls, adding locks or having a telephone installed, to larger items such as painting the premises.

UTILITIES

Once taking up a lease, it is your responsibility to connect the necessary utilities and services. Generally this is done over the phone, but major companies now provide the option to update your details online through their websites.

- **Electricity – Energex**
- Tel: 13 12 53
- Available: Monday to Friday 8am – 6.30pm
- Website: www.energex.com.au

- **Natural Gas – Origin Energy**
- Tel: 13 24 61
- Available: Monday to Friday 8am – 5.30pm
- Website: www.originenergy.com.au

Phone – There are a number of phone carriers you can use:

Telstra: 13 22 00

Website: www.telstra.com.au

Optus: 13 39 37

Website: www.optus.com.au

Cable TV – Depending on whether your street and your building have cable installed you may wish to hook up a cable TV connection. There are a few options available:

Foxtel: 13 19 99

Website: www.foxtel.com.au

Optus Vision: 13 39 37

Website: www.optus.com.au

Austar: 132 342

Website: www.austar.com.au

KEYS

A duplicate key to all properties is retained by Infinity Property Solutions for emergency access. Under special circumstances, and on producing identification proving you are a leasing occupant, the keys can be borrowed, during office hours, but must be returned within twenty-four (24) hours. No service is available out of office hours or on public holidays.

It would therefore be advisable, that you also make private arrangements regarding the location of a spare key, should you inadvertently lock yourself out.

Locks may only be changed, after first obtaining permission from the landlord/, Infinity Property Solutions and then on the strict understanding that you supply us with a spare set of keys . Remember, it is in your best interests to ensure that we have access to your property.

INSURANCE

Your landlord has no obligation to insure your personal belongings as part of their building/landlord insurance. It is strongly recommended that you insure your personal belongings against any loss, damage or theft.

RENTAL INCREASES

Rental appraisals are conducted Infinity Property Solutions on a six (6) monthly basis as a service to the landlord. The appraisal takes into account similar properties in your area, the general condition and maintenance of the property and local vacancy rates.

An increase would only occur once the fixed period of your tenancy agreement has expired and we have given you one months notice.

PRIVACY AND ACCESS

Tenants have a basic right to privacy and quiet enjoyment of the premises during the tenancy period which must be respected by the landlord/agent, who may not intentionally interrupt this.

We will only enter your premises under the following circumstances:

- If you agree. Unless you agree, access is not permitted on Sundays, public holidays or outside the hours of 8am to 8pm
- To carry out a general inspection of the premises if you have been given at least 7 days notice. There can be no more than 4 inspections in any 12 month period
- To carry out necessary repair or maintenance work where you have been given 2 days prior notice, or otherwise agree to earlier entrance.
- To show the premises to prospective tenants on a reasonable number of occasions if you are given reasonable notice (no less than 24 hours) on each occasion. This type of access is only permitted during the final 14 days of tenancy
- To show the premises to prospective buyers, on a reasonable number of occasions if you get given reasonable notice (no less than 24 hours) on each occasion. Access to show buyers can occur at any stage during the tenancy but must be accompanied with the correct forms notifying you of your landlord's intention to sell.
- If there is good reason for Infinity Property Solutions to believe that your premises have been abandoned
- In an emergency
- If the Tribunal orders that access be allowed

TERMINATION OF TENANCY

Your General Tenancy Agreement is a legal and binding contract, providing protection for both you and your Landlord. You can terminate the agreement in the following way:

- If you intend to vacate at the end of the lease period you are required to give fourteen (14) days written notice prior to the expiry of the fixed term of your agreement

If however, unforeseen circumstances arise and you have to vacate prior to the expiration of your tenancy agreement, please contact Infinity Property Solutions immediately and we will Endeavour to find another suitable tenant. However, you will still be responsible for the rent until another suitable tenant is found, as well as all advertising costs and a Break Lease fee.

VACATING THE PREMISES

You are obliged to leave the premises as near as possible to the same condition in which you entered them, allowing for fair wear and tear, as set out in the Entry Condition Report (RTA Form 1a).

If you fail to leave the premises as you found them, you could lose all or a portion of your bond in order to cover any costs incurred by the Landlord to restore the property to its original condition.

The vacate inspection will be carried out by Infinity and every effort is made to inspect the property by close of the business day following the return of the keys. If the results of the inspection are found to be unsatisfactory, you will be required to return to the property to rectify any outstanding cleaning or maintenance.

INSPECTIONS

Periodic Inspections are carried out so that Lessors can be informed as to the Condition of their property. Prior notice, (by way of a Form 9 – Notice of Entry), will be forwarded stating that an inspection is due and the date of Entry. Flexibility is generally not available, however if you require the Inspection to be conducted in the afternoon, this can be arranged by an appointment.

CONNECTING THE TELEPHONE-BRAND NEW TELEPHONE

The Owner of the Property will reimburse the installation costs of the first telephone connection at a Brand new property (\$240). The normal connection cost of (at present is \$59.00) and is payable by the tenant. The total cost is \$299.00 which will appear on your first phone account.

To receive a payment from the owner, please provide the original telephone account and submit for payable to this office.

In conclusion, we hope that you will enjoy your time with us as our valued tenant.

Please do not hesitate to contact the office if you have any cause of concern with respect to your Tenancy.

Yours sincerely,

INFINITY PROPERTY SOLUTIONS