

Tenant Information

Your guide to a smooth Tenancy

wilsons
warrnambool & district real estate

Contact us



We are here to help! You can speak to a member of the property management team or come into our office at **50 Fairy Street** in **Warrnambool** from Monday to Friday between 8.30am & 6.00pm, on Saturday between 9.00am & 3.00pm and on Sunday between 10.00am & 1.00pm or for emergencies out of these hours on the same phone number. Our phone number is **55612777**, and email sales@wilsonswarrnambool.com.au



Rent payments



During the tenancy rental payments are to be made in advance as set out in the tenancy agreement. If at any time you are unable to make a payment on or before the due date, please make immediate contact with the property management team. Rent can be paid via electronic transfer from your bank account to the Trust Account, or paid by deposit at the Bendigo Bank.

Our bank details are:

Name: Wilsons Warrnambool & District Real Estate
PM Trust Account

BSB: 633-000

Number: 161 453 188

Include reference: i.e.: SMIT12 for 12 Smith Street

Bond



Your Bond will be lodged with the Residential Tenancies Bond Authority (RTBA). The bond is held as security against any damage or undue wear and tear. The bond will be refunded after you vacate, provided the property is left as close as possible to the same condition as when the Tenancy Agreement commenced and there are no monies owing for rent or other items.

Condition report



When you sign the lease, you will be given a condition report. We ask that you check this thoroughly and add any additional comments you see fit. Please sign the front page and return the original copy to our office within 3 working days of receiving the report, retaining the copy for your records.

Inspections



During your tenancy, the property will be inspected periodically by a Property Management team member from Wilsons. You will be given notice of an inspection at 3 months after you move in, and then every six months after that.

Insurance



Please note that the landlords insurance does not cover tenants contents, and the landlord cannot be held responsible for damage to or theft of a tenants belongings.

Keys



Once you receive the key for the property you are leasing, you are responsible for all keys provided and cut. If you require a replacement for a lost key a fee of \$20.00 will be charged.

Non-Urgent Repairs



All repairs are to be forwarded to a property management team member at Wilsons. You may use the Consumer Affairs Victoria 'Notice to Landlord of Rented Premises' form or put the request in writing and either email or bring it into the office. If firm arrangements regarding access for any tradespeople are not kept by you, the service charge for calling the tradesperson will be automatically passed on to you for payment. Unless stated otherwise, the maintenance of gardens are your responsibility

Urgent repairs



Sometimes things break at the worst times! For urgent repairs contact Wilsons on the office phone number. This number is 24 hours. If, for some reason, you do not receive a reply within an hour and the repair is urgent (burst water service, gas leak, broken or blocked toilet system, serious roof leak, dangerous electrical fault, flooding or flood damage, failure or breakdown of the gas, electricity or water supply, serious storm or fire damage) you can authorise the repair for up to \$1800.

Tradies



Warrnambool Emergency Plumbing: **5561 3244**

Cri-Tech Plumbing: **5562 7066**

Howe Electrical & Air Conditioning: **0407 592 855**

Warrnambool Locksmiths: **5561 2973**

If you need to contact a tradesman for urgent repairs out of office hours, please make sure you leave a message on our voicemail and contact us the following business day.

We are here to help



Please contact the property management team if we can be of any assistance, or refer to your copy of "Renting a home; a guide for tenants" produced by Consumer Affairs, and provided to you. Feel free to grab another copy if needed from the office. **Happy Renting!**

50 Fairy Street Warrnambool VIC 3280

03 5561 2777

sales@wilsonswarrnambool.com.au

www.wilsonswarrnambool.com.au