

Renter Information

Your guide to a smooth Tenancy

Contact us



We are here to help! You can speak to a member of the property management team or come into our office at 2/505 Raglan Parade in Warrnambool during our office hours of Monday to Friday between 9.00am & 5.00pm, or for any urgent after hours maintenance we can be reached on our usual office number - 55612777
Our email address is rentals@wilsonswarrnambool.com.au



Rent payments



During the tenancy rental payments are to be made 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. We are registered for Centrepay, or 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: 177 463 064

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 property owner insurance does not cover renters contents, and the property owner cannot be held responsible for damage to or theft of a renters belongings.

Keys



Once you receive the key for the property you are leasing, you are responsible for all keys provided and cut. If you lock yourself out and a staff member is able to attend to provide you with a key there will be a call-out fee payable.

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 / 7. 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 arrange the repairs yourself. Please see the Rent section of our website for more information.

Tradies



ASAP Plumbing: 0408 861 319

Price Electrical: 0418 529 076

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 "Renters Guide" produced by Consumer Affairs, or other information in the Rent section of our website.

Happy Renting!

2/505 Raglan Parade Warrnambool VIC 3280

03 5561 2777

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www.wilsonswarrnambool.com.au