

Welcome to your new home.

The McGregor Real Estate team are pleased to welcome you to your new home and look forward to being of service to you during your tenancy. Our goal is to provide you with a pleasant hassle free rental experience, while at the same time we have a duty to our property owners to ensure that their investment property is well looked after and maintained.

At McGregor Real Estate we do pride ourselves on having Quality Property Owners and Quality Tenants. We believe open communication with our management team is the key to any working relationship and would like to reiterate some point that are crucial to continuing our management partnership.

To help us achieve these goals McGregor Real Estate have certain expectations including and most definitely not limited to:

1. Your Rent is to be in 2 weeks in advance always. If you are not 2 weeks in advance, you are breaching your Residential Tenancy Agreement. We have zero tolerance to ARREARS.
2. Rental payments are to be made via electronic transfer or bank deposit.
Rental Trust Account
BSB: 062549
Account Number: 10110938
3. The Inspection policy at McGregor Real Estate is:
 - 6-week inspection after initial signing of lease
 - 4 monthly inspections for the first 12-month period
 - 6 monthly inspections for the remainder of your residence.
 - You will receive an Entry Notice via text or email providing you with a minimum of seven day's notice prior to the inspection. Note: At Routine Inspections, it is expected that dogs will be restrained in order for the Property Manager to inspect the yard.
 - The following areas that will be checked at these inspections, that left unattended could cause long term damage to the Property. Build up of mould/scum in Bathrooms, Build up of mould/scum in and around the kitchen. Build up of spilled & burnt-on material on & around hot plates and ovens – especially the roof & grills, Accumulation of dirt in sliding window/door/wardrobe tracks, Dirty areas in carpets e.g. traffic area (provide some form of protection), Flat batteries not being replaced in smoke alarms, removing or interfering with smoke alarms (this is illegal & is a Tenants responsibility throughout tenancy), Oil spills on garage floor & driveways, Weeds growing in gardens and lawns unkept.
4. Water usage is the Tenants responsibility as per the Residential Tenancy Agreement. Water usage invoices are to be paid into the same account that rent is paid, no later than 7 days after receiving the invoice.
5. Telephone, Electricity and Gas connection and usage are yours the tenants responsibility.
6. The property owner is not responsible for the insurance of your goods. We recommend you have contents insurance for your personal property.
7. There is general maintenance that you as the Tenant are responsible for as per the Residential Tenancy Agreement. This includes and is not limited to:
 - The building is to be kept **clean** and tidy always.
 - Yearly replacement of batteries in smoke alarms, regardless of if they are hard wired or not.
 - Cleaning of the filters in the Air Conditioner every 6 weeks.
 - Lawns are to be mowed regularly and kept neat and tidy all year round.

- Gardens and lawns are to be watered and weeded regularly.
 - Be respectful of the owner's property and of your neighbours at all times
8. As your Property Manager we take requests for maintenance and repairs very seriously. We ask you, as the tenant, to let us know when you believe the property may need repairs and maintenance work done via email, text or calling. Before you lodge your repair request, please review the tips below that may assist in alleviating any concerns you may experience.
- **KITCHEN/BATHROOM SINK IS BLOCKED** try using some Drano or pouring boiling water down the sink to try free the blockage
 - **NO POWER** is the electricity bill paid, Have you contacted your electricity supplier, Have you checked the fuse box, Reset the safety switch in the meter box. If our electrician attends to your repair request and finds the fault is with one of your appliances, then you will be charged for the service fee, Have you replaced the light bulb.
 - **NO HOT WATER** Is the water tank leaking, Have you arranged for the connection of your Gas or Electricity, There is normally a copper valve on electric hot water systems and an overflow pipe. Pull up this lever until a flow of water starts coming out of the overflow pipe. This quite commonly needs to be carried out every six months or so, check the fuse in the meter box, check that the water tap on the hot water system itself is turned on
 - **OVEN NOT WORKING** check that the power isolation switch is turned on Typically this can be found on the kitchen splash back wall, if installed, check power box for tripped switch or blown, set the clock on the display some ovens will not work unless the clock has been set.
 - **EVIDENCE OF WATER LEAKAGE/DAMPNESS** you must call us. You are responsible for any water damage until we have been notified of the problem.
 - **AIR CONDITIONERS NOT WORKING** come in 3 types: - a box air conditioner, and split air conditioner and fully ducted air conditioner. During very hot periods of weather, air conditioners do struggle to maintain the desired temperature inside the property. Always ensure that the air conditioner temperature is always maintained at a desired temperature of 22-24 degrees. Always clean the filters to the air conditioners on a regular basis, this ensures that the air flow is free flowing. Dirty filters reduce the efficiency of the air conditioning systems.
9. McGregor Real Estate respects your privacy. We are bound by the National Privacy Principles contained in the Privacy Act 1988 and the Privacy Amendment (Private Sector) Act 2000.
10. **VACATING** It is your duty as the tenant to ensure the property is returned to the owner in the same condition it was handed to you at the commencement of your tenancy. Damage and failure to clean the premises properly can result in costs incurred to you and deductions from your bond. Your ingoing condition report and photos are the primary documents used to compare the condition of the property on departure. If the condition report was not returned to our office within 5 days of being issued at the commencement of your tenancy, the original report on file with our office, will be used. If an item needs attention, you will be given 2 days (48 hours), where possible, to remedy the issues, after which time, a professional cleaner/tradesperson will be employed and the cost(s) deducted from your bond. Once you have advised our office, in writing, of your intention to vacate, the property manager will inform you of the time and date for final inspection. You do not have to be present at this inspection. We aim to process your bond refund as quickly as possible.
- The below checklist and information will assist you in preparing to vacate the premises:
- Arrange to have the telephone/internet and electricity disconnected.
 - Have your mail redirected and supply us with a forwarding address.
 - All keys / remotes must be returned to our office no later than the vacated date.
 - Pay rent up until the vacating date. Rent is charged until all keys are handed back to our office.
 - Cancel all direct debit rental payments.

- Any damage done by the tenant must be repaired at the tenant's expense and in a professional manner. Licensed trades people are required.
- **GENERAL INTERNAL** All curtains and blinds to be clean. Windows, window screens, sills, tracks & doors to be cleaned inside and out. Ensure there are no holes or damage to flyscreens. Carpets are to be thoroughly cleaned, professional cleaning recommended. Thoroughly vacuum and mop all non-carpeted areas. No residue to be left behind. Light fittings must be working - replace with new globes if necessary. Walls & ceilings are to be free of any dirt marks, finger prints, cobwebs and scuff marks. Skirting boards, power points and light switches should be clean and free of dust. Shelving to be wiped down and free of dust and all marks removed.
All air conditioning units to be wiped down and filters washed and dried, No extra nails or holes in walls, doors or ceilings. Clean wardrobe tracks and ensure door rollers are working.
- **GENERAL EXTENAL** Dirt and oil marks on driveways, garage floor and paths to be removed. All rubbish to be removed from the property (including under the house). Lawns and gardens to be mown, edges cut and free from weeds. Garbage bins left empty & clean - hosed out and washed with disinfectant. Cobwebs to be removed from walls, eaves and windows. All outdoor lights in working order, cleaned and free from dust, webs and bugs. Remove all pet waste and repair any damage caused by your pet (digging, chewing etc.)
- **KITCHEN** Bench tops need to be cleaned with the appropriate cleaner, no residue left. Stove top to be cleaned, including drip trays, knobs and rims. Inside and outside of oven/stove including racks, should be clean and free from grease/grime. Oven light should be working. All cupboards cleaned with disinfectant inside and outside, including handles and tracks. Floor vacuumed and mopped. Sinks, drain holes, plugs and taps to be left clean and free from grease/food/marks. Range hood and exhaust fan including filter to be cleaned and free from fat, grime, dirt and dust. Lights and fan must be working. Dishwasher to be cleaned with a dishwasher cleaner. No food particles in the filter or along the door seal. Filter to be cleaned. Ceiling to be cleaned, no marks from fat, smoke or cooking stains.
- **BATHROOMS** All mould and soap residue to be cleaned from tiles, grout, ceiling and walls. Shower and bath should be cleaned including glass, doors and tracks. Vanity, cupboards and basin thoroughly cleaned, free of dirt, grime, make-up & hair. Toilets to be bleached and cleaned inside and out (including under seat, behind pipes and bottom of bowl). Exhaust fans cleaned and free from dust. Mirrors cleaned with glass cleaner, free from streaks. All taps and showers heads cleaned and free from soap scum. Towel rails cleaned and not loose.
- **LAUNDRY** Floor vacuumed and mopped. All cupboards cleaned inside and outside, including handles and tracks. Clean tub, drains and under sink. Clean washing machine and clean lint from the dryer filter. Walls wiped and free from marks and grime.

Lease agreement and Rental payments

Standard conditions include bond payment prior to occupation as named this is a bond to address any damage or neglect issues with the property and is not rent. This bond is lodged with the rental bond board not held by the managing agency.

Rent as per lease agreement is to be two weeks in advance at all times.

Water rates to be paid with-in 5 working days of invoice. Note fair maintenance of garden and lawn is a condition of the lease for the tenant.

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Example:

Lease agreement signed and lease commences.

1st of January 2019 lease commencement.

Weekly rent of \$300. Per week.

Payment includes:

- 1) Bond (equivalent of 4 weeks rent) \$1,200.00 this is lodged with the rental bond board.
- 2) Two weeks rent in advance of \$600.00 the rent is now paid to 14th January 2019
- 3) To stay two weeks in advance the tenant now needs to pay two weeks rent by the 7th January 2019
- 4) Tenant pays \$600.00 on the 7th and rent paid to date is 28th January 2019

We recommend this process... lease commences pay two weeks at end of first week and two weeks every fortnight thereafter...staying one to two weeks in advance.

Water rates we recommend if desired, tenants can pay an amount towards water rates each week and our system will hold this amount separate to rent and on receipt of water rate invoice transferred.

Please Remember your acceptance to secure your next property may well be subject to a positive rental reference from our firm.

Sign to accept our expectations _____

We look forward in continuing to meet your housing needs and would appreciate your referral of our services to anyone you know buying or selling.

McGregor Real Estate Property Management Team

116 Mayne Street Gulgong 0263742393 or email: rentals@mcgregorrealestate.com.au

For Your Information

Thank you for choosing McGregor Real Estate. To help with your transition we have complied some information that you may find useful.

Contact List

Service	Number
McGregor Real Estate	Louisa 0427473395 Bill 0437788905 Bruce 0413488499
Hospital	63743400
Doctors	63741104
Dentist	63742428
Physio and Gym	63742330
Schools	Gulgong Public 63741622 Gulgong Preschool 63741475 All Hallows 63741582 Gulgong High School 63741201
Plumber	0448331887
Electrician	0427400922
Locksmith	0438774899
Handyman	0417663204
Mid Western Regional Council	63782850

Garbage Collection

Waste and Recycling Services

"KEEP IT COMING 'ROUND"

What goes in the yellow lid recycling bin?

Paper/Cardboard waste:
- blue lid bin
- food and garden waste bin
- garbage bin

Container recycling waste:
- yellow lid bin
- food and garden waste bin
- garbage bin

What goes in the food & garden waste bin?

Food
Vegetables
Meat
Seafood
Bones
Eggs
Dairy products
Tea/coffee
Coffee grounds
Rice
Bread
Pasta
Soiled paper
Soiled cardboard
Branches
Leaves
Flowers
Grass clippings
Twigs
Prunings

What goes in the blue lid recycling bin?

Milk bottles
Glass bottles
Glass jars
Aluminum cans
Steel cans
Plastic bottles
Plastic containers
Aerosol (spray) cans

What goes in the blue lid recycling bin?

Newspapers
Magazines
Milk & juice cartons
Flattened cardboard
Boxes
Cardboard containers

What goes in the garbage bin?

Plastic bags
Plastic film
Cling wrap
Polystyrene
Nappies
Rubbermaid
Chip packets
Cans/tins
Toiletries
Drinking glasses
Pet waste
Cigarette butts

Please only use the Council-provided compostable liners in your food & garden waste bin. If you require additional liners, please contact Council on 1300 765 002.

GULGONG COLLECTION AREA MAP

Waste Collection Day

Thursday

Monday

Wet Wipes and DIY Wipes

Although these wipes are great for usage, they do not flush as well as it was once suggested. Flushing wipes have caused many clogs around the world, and the problem is only getting worse. These wipes state that they can be flushed, but the fact is that they don't biodegrade very quickly, and it eventually gets stuck down the drain somewhere, which can cause a [massive clog](#) that can cost you a lot of money later.

Problems You May Experience When Flushing Wipes

In certain cases, the problem can be snaked out, but it's very likely that a lot of septic work will have to be done to get rid of the clog, especially if the clog is able to block the drainage systems throughout the entire house. It's possible for tubs, sinks, toilets and more to back up in the home, simply because wipes were flushed down the toilet and clogged up the piping system.

The problem isn't the wet wipes alone because the wet wipes are simply a part of the clog, but it's possible that grease, hair, toothpaste, and even food that goes down the drains will all come together into one big clog. The larger the clog is, the harder it is to remove, and the costlier it's going to be to get rid of.

The best choice is not to flush wipes down the drain but to use toilet paper instead. Those who continue flushing their wipes down the toilet will eventually have a problem with the clog, and this is not an if, but, or maybe, but a when, because this is something that will definitely happen.

Getting a Plumber to Come to Your Home

Getting a plumber out to do toilet repair and drain cleaning may be necessary, especially if you can't flush the toilets because of the clog. The only thing you can hope for is that the clog is not too bad to where you'll have to spend thousands of dollars to fix the problem, but it's very likely to cost hundreds of dollars when the problem has become bad enough, where there is a clog that's caused by wet wipes.

Don't Flush Wet Wipes Please

What can you do to help?

Please help us to keep our wastewater system working and dispose of the following items in your household garbage collection service after use:

- | | |
|------------------|--------------------|
| ✗ Wet wipes | ✗ Cotton buds |
| ✗ Rags | ✗ Dental floss |
| ✗ Nappies | ✗ Fats and oils |
| ✗ Sanitary items | ✗ Cigarette butts. |

✓ **Only human waste and toilet paper should ever be flushed.**

Tenants Please Note

McGregor Real Estate strongly advise against disposing of wet wipes into the toilet sewer system.

This disposal habit may well cause a blockage and the cost of