

P.O. Box 4126 McKinnon VIC 3204  
M: 0448 878 095

## FAQ's

### **How do I apply to lease a property?**

When you have inspected a property and you want to make an application to rent it, you will need to complete a tenancy application form. Supplying as much information as possible on the application will assist us with a speedy assessment. If you haven't inspected the property your application form will not be processed.

### **When will I be notified?**

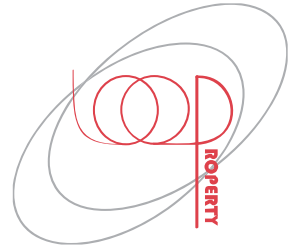
Once your application has been received the property manager will confirm the information you have supplied. Your application along with any others received for the same property will be referred to the owner for their selection and instruction. This process normally takes between 24-48 hours.

### **What happens when the application is approved?**

If your application is successful your property manager will contact you, then email a copy of the lease agreement for you to sign and return within 24 hours. Payment of the first month's rent will also be required within 24 hours to secure the property. An appointment will be arranged at a mutually convenient time for you to visit our office and complete the balance of documentation as well as pay bond. All parties listed on the lease agreement must attend this appointment. The bond payment must be either bank cheque or money order made payable to RTBA (Residential Tenancy Bond Authority).

### **What are my obligations in a rented property?**

Your Lease Agreement outlines the main points regarding your tenancy and it is a legal contract between you and the landlord. The "Renting a Home – A guide for Tenants & Landlords" brochure given to you at sign up will provide you with further information. You must take reasonable care of the property throughout the tenancy and return the property in the same condition at the end of the tenancy. When your initial lease term expires, your tenancy will automatically revert to a periodic tenancy unless otherwise advised. If you wish to renew the lease, for a further fixed term, please contact your Property Manager.



P.O. Box 4126 McKinnon VIC 3204  
M: 0448 878 095

### **Is the Condition Report important?**

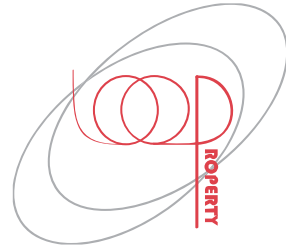
The Condition Report is as important as a Lease Agreement. It outlines the condition of the property at the start of your tenancy. The condition report is used as a reference at the end of your tenancy and is a vital document in deciding if your bond is refunded. Please ensure you check the Condition Report thoroughly upon moving in, make amendments if required and return the signed copy to our office within three working days. If you fail to return your copy to our office, the copy of the condition report you signed at the start of your lease will be used when you vacate.

### **Periodic inspections**

During the course of your tenancy the premises will be inspected periodically by your property manager. You will be contacted in advance to make a mutually convenient time during normal business hours. If you are unable to attend the inspection we will use the office set of keys to gain access.

### **Can other tenants move in?**

The only people who are lawfully able to occupy the rental property are those named in the tenancy agreement. If you wish to move out and other tenants choose to stay in the property you must advise your property manager. If an additional person wishes to move in to the premises they will be required to complete and submit an application form and be approved by the owner prior to moving in. Subletting of the premises is not permitted without written consent from the owner.



P.O. Box 4126 McKinnon VIC 3204  
M: 0448 878 095

### **Gas, Electricity, Water & Telephone:**



**MAKES MOVING EASY** Connecting utilities is your responsibility. You can use any service provider you like. 'Direct Connect' is a simple and convenient time saving service that will arrange connection of the telephone, electricity & gas and water connections at no cost to you. Just click on the icon. The arrangement of connecting utilities is strictly between you and Direct Connect and all queries should be directed to Direct Connect

### **Keys:**

At the beginning of your tenancy you will be given one set of keys to the premises. Extra sets of keys that you may require are to be cut at your expense. As an added measure of security, Loop Property P/L recommends new tenants change the locks to all external doors. The cost associated with this is at the tenant's expense. Please be aware that should you change any locks to your rental premise, you are required under the Residential Tenancies Act 1997 to provide our office with a complete set of keys for any new locks, likewise, we should be informed of any change to security alarm codes.

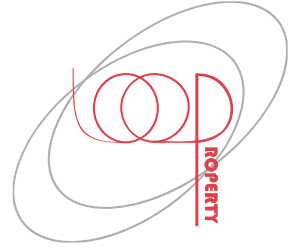
### **Rent:**

Rent payments are to be made in advance as set out in the tenancy agreement. Please ensure your rent is paid on the due date or you may be listed as a poor credit risk for future tenures.

Calendar monthly rent is calculated as follows:

Weekly rent \$ x 52 (weeks in year) ÷ 12 (months in year) = Calendar Monthly Rental.

If at any time you are unable to make a payment on or before the due date, please contact your Property Manager.



P.O. Box 4126 McKinnon VIC 3204  
M: 0448 878 095

**Vacating:**

Your Residential Tenancy Agreement is a legally binding contract, providing protection for both you and the landlord. You can terminate the Residential Tenancy Agreement in the following ways:

If you intend to vacate at the end of your Residential Tenancy Agreement you are required to give twenty-eight (28) days WRITTEN notice to the expiry of the fixed term of your agreement. Please note that at least three (3) additional business days notice must be given when mailing your written advice of intention to vacate. Please refer to our 'Online Tenancy Vacating Advice' form.