



MANGROVE REALTY

Frequently Asked Questions – Starting a Tenancy

Do I have to pay a bond?

Yes

For general tenancies, if the rent is \$700 or less per week, the maximum bond amount is 4 weeks rent.

If the weekly rent is higher than \$700, the amount of bond will be negotiated.

Your bond and the first two weeks rent must be paid before the tenancy commences and we hand over the keys. The bond is then lodged and held for the duration of the tenancy with the Residential Tenancies Authority.

Upon vacating the premises the bond will be refunded once it is determined that the property has been left in the same condition as at the commencement of the tenancy, and that there are no outstanding monies owing.

Do I have to pay for water?

Yes

Water consumption charges are passed onto you if:

- The property is individually metered
- The property is water efficient
- Your agreement states you must pay for water consumption

We will invoice you every quarter, with a copy of the original water account attached.

Am I responsible for Electricity/Gas, Phone & Internet connections?

Yes

Once you have been approved, you will need to arrange for connection of Electricity and any other services with the supplier of your choice.

You can simplify this process with our partnered connection company **MOVE ME IN**

Will there be inspections?

Yes

It's our role to care for the property on behalf of the owner and ensure that the property is fit for your tenancy. To do so, we carry out quarterly routine inspection. What we check for:

- that the property is being well cared for and maintain to an appropriate standard
- identify any maintenance that needs to be carried out

If we do identify any areas that need attention we may need to conduct a **'follow up' inspection** to ensure items that require attention have been rectified.

Do I need insurance?

It's up to you

BUT we strongly encourage you to do so because it's your responsibility to insure your belongings (contents of the property) whilst at the premises. The landlord is only responsible for insuring the building and fixed contents that remain at the premises (eg: conditioners, wind treatments etc).

Without your own content insurance, you are not protected against any loss of your contents.

Do I have to maintain the gardens?

Yes

Unless your lease states otherwise it is your responsibility to maintain gardens and grounds (eg: mowing, weeding etc. Should you have difficulty maintaining your garden please speak to your Property Manager who can organise gardening at minimal expense.

How do I get keys?

Upon the commencement of your tenancy you will be supplied with one set of keys for each adult in the house. Your keys are your responsibility. If you are unable to access your keys after hours, then you will need to contact a locksmith to gain entry to your property at your own expense.

How do I report maintenance requirements?

- Contact your Property Manager to report any maintenance needs
- For Emergency repairs required during business hours please contact your Property Manger
- For afterhours emergencies please refer to your lease for specific maintenance emergency contacts

How do I pay my rent?

There are a number of ways to pay your Rent:

- Directly into our bank account
- Via BPay
- Set up a Centrepay option

Mangrove Realty is registered with Centrelink for 'Centre Pay' payment deductions. This enables tenants receiving Centrelink payments to have the rent deducted directly from their payment each fortnight.

Need more information?

Contact your Property Manager