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Welcome

First National Real Estate Merrylands would like to welcome you to your new property!

The secret of any successful business is having good staff working with you to achieve common goals. The team at First National Real Estate Merrylands work together not only as colleagues, but as a family to provide exceptional customer service with integrity and genuine commitment to the project at hand.

In this eBook, you will be given a guide for everything there is to know about your Lease Agreement. Please save the email or the link for safe keeping.

Please read through everything carefully, and if you have any questions please ask our Property Management Team on 02 9681 4988.

We look forward to a long and enjoyable working relationship with you as you navigate your property journey.

Kind Regards

The Property Management Team

Routine Inspections

We will conduct two routine inspections during the first 6 months of your lease agreement. If you continue your lease and depending on the circumstances and requirements of your landlord, the routine inspections will be conducted every 6 months thereafter.

We will email you at least a week before the inspection to advise you of the date and time of the inspection.

If you are unable to provide access to the property, we are able to use our office keys to complete the inspection in your absence. When we leave, we will ensure that the property is securely locked. However, if you prefer to be home during the inspection and wish to arrange another time for the inspection, please contact our office immediately after receiving notification of the inspection.

Please note if less than 24 hours notice is provided for the cancellation of a routine inspection you will incur a \$55.00 (incl GST) cancellation and rescheduling fee.

Photos will be taken of the property however care will be taken to not take photos of your personal photos.

Please be aware that part of the inspection may include the opening of cupboard doors (including sinks and basins) to check for any water leaks or damage that may have occurred.

Please ensure that any approved pets at the property are restrained during the inspection.

Use the checklist below to ensure that your property will receive the best inspection report!

[Routine Inspection Checklist](#)

Smoke Alarms

BCMC Safety Solutions service the smoke alarms for your property on an annual basis. They will contact you directly to advise when they will be attending the property. If you are unable to provide access or to schedule a time that is suitable for you, the technician can arrange to collect our office set of keys to access the property.

Whilst at the property, the technician will service the smoke alarm, check the blind cords are compliant, test the safety switch and clean the air conditioner filters (if there is an air conditioner in your property).

Kindly ensure that you allow access either yourself or through our office as it is important for your safety.

Beeping Alarms

If the smoke alarm in your property is beeping, it may be a simple fix by changing the battery. If it is still beeping after changing the battery, please report the issue immediately to our office via the Maintenance Manager app so that we can arrange for BCMC to attend.

Air Conditioner

Please find below some tips from our air conditioning technician to ensure that the air conditioner in your property is running efficiently.

Reverse Cycle Air Conditioners

If at any time the air conditioner cuts out and all other power is on, check the switchboard to ensure the air conditioner switch is in the on position

If the switch is in the on position, turn off the powerpoint beside the outside motor. Leave it off for 15 minutes and then turn it back on. This will rebook the air conditioner and may fix any issue stopping it from working

Check the settings on the remote control (e.g. cool for summer and warm for winter)

Run at approx 24 degrees or above

Clean filters every two to three months. Open front panel, take filters out and brush or vacuum them. This will help the air conditioner work more efficiently

Evaporative Air Conditioners

Make sure the air conditioner is turned on in switchboard

Turn water pump on for approximately 5 minutes before turning the fan on. This wets the pads and helps keep air cooler

Have one window in every room you want air to draw, open about 1 to 2 inches - this will help cool air circulate

Check bleed off is running water

Rubbish Bin Collections

Please note the links below your local Council's website for your bin collection day. If you are unsure of your local Council, you can find out [here](#).

Cumberland Council

Please refer to the [interactive map](#) provided by Cumberland Council to find your bin collection day. If you require any clarity, please contact Cumberland Council on 8757 9000.

Parramatta Council

Please refer Council's website by clicking [here](#) to find your bin collection day. If you require any clarity, please contact Parramatta Council on 9806 5050.

Liverpool Council

Please refer Council's website [here](#) to find your bin collection day. If you require any clarity, please contact Liverpool Council on 1300 36 2170.

Inner West Council

Please refer Council's website [here](#) to find your bin collection day. If you require any clarity, please contact Inner West Council on 9392 5000.

Note: bin collection still operates on public holidays

Maintenance Request

Please click the [link](#) to make a Property Maintenance Request:

Sign in and fill in your request.

Maintenance of Lawns and Gardens

The tenant is responsible for the routine maintenance and watering of all gardens and lawn areas. Yards are to be kept clean and weeds under control.

If you are unable to do this, please find below contact details for our tradesman who will be able to assist:

Superior Gardening & Maintenance Services

Danielle - 0421 593 669

CleanAll Group Pty Ltd

Jen - 8880 9450

Please note that if you are going to hire the services of the above tradesmen or any tradesmen for lawn and garden maintenance, it is to be done at your own cost.

Rental Arrears Procedure

It is best practice that you remain in advance with your rental payments.

Most tenants will know if they will be falling into arrears (ie loss of job). As soon as you are aware of a situation whereby you will not be able to pay your rent on time, we recommend that you contact your property manager to let them know. Your property manager will then be able to notify your landlord and assist you with a payment plan to get you on track with your rental payments.

However, should you happen to go into arrears with your rent or invoices, you will receive a system generated automated email on the first, third and seventh day notifying you that you are in arrears. If you have not already made contact with our office, you will also receive phone calls from our office requesting an explanation as to why you have fallen into arrears.

If your rent and invoices arrears remain unpaid after 14 days you may be issued with a Notice of Termination for breach of your Lease Agreement. You will need to pay the rent arrears in order for the Notice of Termination to be cancelled.

Please be aware that constant arrears can affect your tenancy ledger and it is your best interests to keep up to date with your rent at all times.

Breaking Your Lease

We understand that life circumstances may change and you may find yourself in a position to break your lease agreement.

Please note that you may be liable for break lease fees. Please refer to page 5 of the Tenant Information Statement provided by NSW Fair Trading which was provided to you prior to signing your lease agreement.

Vacating your property

If you intend to vacate at the end of your lease, you are required to give us **21 days' notice** in writing (either via email or the form below). You need to let us know which day you will be vacating and returning the keys to our office. If you lodged the bond in paper form, we will also require bank details for the return of the bond. A forwarding address will also be needed to forward any further correspondence.

When vacating premises, you agree to have a bond inspection and acknowledge that part of your bond may be withheld if the property is left in an unsatisfactory condition. To increase the likelihood of receiving your bond in full, please ensure the following steps are completed on the vacating form below.

Your rent is due and payable until all keys are returned to First National Real Estate Merrylands. Any extra keys that you had cut during your tenancy need to be returned. We ask that you leave the power connected until the vacate inspection is completed.

Bear in mind that when you are vacating we are also trying to show prospective tenants round in an effort to re-let the property when you leave. We ask that you are considerate and work with us to arrange suitable times for these inspections.

For more information on what is expected at the end of a lease please contact our office for more details on 02 9681 4988.

[Vacating Form](#)

Return of your bond

Once you have vacated the property, we will do a final inspection of the property to ensure that the property is left as it was given and there are no damages. If there are damages caused by tenants, this can be taken out of your bond.

However, if there are no damages or there is remaining bond money after allowing for damages, the bond will be returned to the bank account you have provided.

After hours contact

If you have an after hours emergency repair to report, please call 0479 156 322. If the call is unanswered, please call the tradesmen listed in your lease agreement relating to the repair to be made ie you would need to call our electrician if you have no power.

Please also ensure that you log the repair in the Maintenance Manager app to ensure that our agency can ensure the repair is completed.