

PennyRiggs Property Management

Tenant Guide





Welcome to your new home, and to Penny Riggs Property Management.

As your new property managers, we will endeavour to make this move as stress free as possible. Our tenant guide is provided to ensure you are fully informed of the process, as well as the procedures and expectations throughout the term of your tenancy.

Please read the guide thoroughly and never hesitate to contact us should there been anything further you would like to discuss. We are available 8:30am - 5:00pm Monday to Friday on 08 8353 0932, or you can find further information on our website www.pennyriggspm.com.au.

Thank you for choosing a Penny Riggs Property Management property, and we look forward to helping you make this new house your home.

Penny Riggs Property Management
T3, 10 Park Terrace, Bowden SA 5007
Phone 08 8353 0932

General enquiries
admin@pennyriggspm.com.au
www.pennyriggspm.com.au
RLA 292 125

The tips and tricks of renting

Utility connections

We encourage you to take advantage of our free connection service through Direct Connect. After an initial connection from us, the staff at Direct Connect will assist you to connect your electricity, gas, pay TV and internet. Please let your property manager know if you would like them to put you in touch with Direct Connect.

It is important for you to have your utilities connected from the day your lease commences. This will save you from moving in the dark or in the heat. Connections are unable to be made prior to your lease commencement date. We are happy to help with the initial connection with Direct Connect, but it is your responsibility to organise the final arrangements. You do not need to organise water connections.

Ingoing inspection reports

State legislation requires an ingoing inspection report to be completed and provided to you on the day of your lease commencement. The report specifies the condition of the property (walls, carpets, fixtures, fittings, window treatments, garden etc.). We strongly encourage you to read the report thoroughly and agree or disagree with your property managers findings. If you disagree with anything noted, make this very clear in the report. The final copy of the ingoing inspection report is filed and used to assess the condition of the property when your tenancy ends. The condition of the property at the end of your tenancy will determine your eligibility for a full bond refund.

Your ingoing inspection report must be returned to our office within 14 days of the day of your lease commencement.

Paying your rent

As per your Residential Tenancy Agreement, your rent must be paid in to our Trust Account on or before the day it falls due. Our Trust Account details are listed in your Residential Tenancy Agreement, and you are welcome to either pay by direct deposit, or take cash to the bank and deposit it there. All payments are to be made in one payment using your client reference provided to you by your property manager. We do not accept cash payments in our office.

If you are experiencing financial hardship and are not able to make your payment by the due date, please contact your property manager immediately. We do not tolerate rental arrears. If rent is received late with no prior notification, we will take the appropriate actions and this could impact any future tenancies you may apply for.



Routine inspections

Routine inspections are conducted every 13 - 16 weeks so that we can check that the property is being maintained in the condition it was received, make note of any repairs needed and recommend to the landlord any necessary improvements. Photos may be taken during the inspections. You will receive notification of the inspection 7 - 14 days prior and a 2 hour window for our arrival will be given. If the property is not kept in a satisfactory condition, a follow up inspection will be scheduled with you.

Lease renewals

Depending on the Landlord's circumstances, you may be offered a lease extension up to 3 months prior to the expiry of your lease term. In the event that you are not offered a lease extension, you will be provided with the required notice to end your tenancy and vacate the property (Form 4B). In the event that you do not wish to renew your lease, please provide your property manager with notice no less than 28 days before the expiry of your lease term (Form 2A).

At the time of lease renewal a market appraisal will be conducted and your Landlord reserves the right to increase the rent in accordance with the Residential Tenancies Act. You will be notified of any rental increase when the lease extension is offered.

Your details

If at any stage throughout your time with Penny Riggs Property Management your contact details change, please notify your property manager immediately.

Similarly, if at any time you plan on taking an extended holiday, please notify your property manager of the dates you will not be residing at the premises. Alternatively, if you have arrangements in place for someone else to look after the property in your absence, please provide us with their details.

After-hours maintenance

We understand that there are times when emergency work is required outside usual business hours however; there is a difference between an emergency and an inconvenience. It constitutes an emergency when immediate attention is required to ensure both the safety of the occupants and that no additional damage occurs to the premises. Please ensure before calling after hours that it is an emergency that must be attended to immediately. If you need emergency maintenance after hours please call your property manager. You can leave a message with details of the problem, property address and your contact details. If there is a leak, please turn off the water at the mains. If there is no power or lighting, please check your fuses or check SA Power Networks for outages in your area. If you call a contractor without contacting your property manager first and it is not an emergency, you will be charged for the extra costs. Remember, most service calls can wait until the following business day.

For general maintenance please email your property manager with the details

Lost keys

Please note that we do not have an after-hours key service. If you lock yourself out you will need to arrange for a locksmith at your own expense, or contact your property manager during normal business hours.

End of tenancy

If you are vacating at the end of your tenancy agreement and the property is to be re-let, you will be notified of any open inspections prior to your vacate date. Open inspections run for 15 minutes, it is not necessary for you to be present during that time.

When notice is given to end your tenancy agreement, a vacate checklist will be provided. You are encouraged to follow this checklist carefully when preparing for your outgoing inspection. You are also encouraged to refer to your ingoing inspection report in order to return the property in the same condition it was given to you.

Bond refund

Your bond is lodged with Consumer Business Services and is held with with them for the duration of your tenancy, it is not held in our Trust Account. Your bond will only be released upon satisfactory completion of all final tenancy matters, including a final outgoing inspection completed by your property manager. Our office policy allows for a two week period before notification is sent to Consumer and Business Services and your bond is released to you.

When your bond is approved to be refunded to you, you will be prompted to log in to Residential Bonds Online (RBO) and provide your bank details. Once approved by us, our office can not control the refund process. If you experience difficulties with this process, you will need to contact RBO directly.





Penny Riggs Property Management
ABN 42 245 972 320
T3, 10 Park Terrace,
Bowden SA 5007

Phone 08 8353 0932
admin@pennyriggspm.com.au
www.pennyriggspm.com.au
RLA 292 125