

WELCOME TO YOUR NEW HOME



Welcome to your new rental home. We are pleased to have you as our tenant and look forward to a respectful and cooperative tenancy.

This reference sheet has been prepared to help you understand how your tenancy works and what to expect during your time in the property. Our aim is to ensure your home remains safe, comfortable, and well-maintained, and that communication is clear and straightforward.

If you ever have questions or concerns, please contact our office—we are here to help.

Emergency Repairs

Emergency (or urgent) repairs are issues that pose a risk to safety, security, or habitability and require immediate attention. Examples of **urgent repairs** include:

- Gas leaks
- Dangerous electrical faults
- Flooding or serious water damage
- Serious storm or fire damage
- Loss of essential services such as Electricity, Gas or Water supply.
- Blocked or broken toilet
- Burst water pipes or serious roof leaks
- No cooking facilities
- Smoke alarms not working
- Faults that make the property unsafe or insecure

For further details on **What is an Emergency** please click here [what is an emergency](#) or scan QR code to view



If an Urgent Repair is required

- **Contact our office immediately** by phone on **02 9597 6144** and email **office@bayrealty.com.au**.
- Tenants **MUST notify the agent or landlord as soon as an urgent issue arises**.
- If the matter occurs outside business hours and cannot wait, refer to the **Approved Emergency Trades** listed in your tenancy agreement and/or on our office website, **www.bayrealty.com.au**.
- Keep all receipts if you have arranged urgent repairs as reimbursement may apply in line with NSW legislation.

If a Non-Urgent Repair is required

Email office@bayrealty.com.au with a detailed explanation of the issue **and images**.

Routine Inspections

Routine inspections help ensure the property is being properly maintained and allow any maintenance issues to be identified early. Routine inspections may occur up to four times in a 12-month period and at least 7 days' written notice will be provided.

Rental Payments

Must be made weekly IN ADVANCE. You will receive an email each time rent is receipted.

Reminder notices will be sent via SMS and/or email from 3 days arrears. Should the rent arrears exceed 14 days, this is ground for termination of your tenancy. If you are having difficulty paying rent **contact our office immediately**. Early communication may allow for a short-term repayment plan to be discussed.

Routine Inspection Cleaning Guide

1. All Kitchen surfaces to be cleaned
2. All bathroom surfaces to be cleaned paying special attention to the shower screen and grout
3. Windows: window sills, fly screens and skirting boards are to be cleaned.
4. Walls/Doors must have any marks removed
5. Curtains to be washed Venetian blinds and vertical drapes to be properly cleaned. Particular attention should be given to Venetians behind tapes
6. Marks or oil on concrete to be removed (garage, paths, driveways etc)
7. Light fittings, power points and switches to be left clean and undamaged
8. Lawns and planter-boxes to be mowed, edges to be trimmed, lawns and gardens to be weed free. Plants in good condition
9. Pavers to be cleaned and moss free
10. Floors: Vinyl tiles, parquet, and polished floors to be cleaned and polished. Carpets to be clean and undamaged.
11. Oven/Ranghood/Grill to be cleaned
12. Exhaust fans and ceiling fans to be cleaned and free from dust
13. Mirrors and wardrobes to be cleaned
14. Air Conditioner filters to be cleaned

Need Help?

If you are unsure about any aspect of your tenancy, please contact our office on 9597 6144 or email office@bayrealty.com.au. Clear communication helps ensure a smooth and positive tenancy experience.

Hints! What to do if you have...

- **No Power?**
 - o Unplug all your appliances and then reset your safety switch in your meter box.
 - o Sometimes power goes out due to faulty appliances, if the safety switch keeps tripping try unplugging appliances/devices one at a time.
 - o Check with your chosen electricity provider to ascertain if there are any outages or work being carried out locally which may be affecting your property.
 - o Check with your neighbours to see if the problem is isolated to your property.
- **No Water?**
 - o Check with your local council or water service provider.
- **No Gas?**
 - o Check that your pilot light is on and burning.
 - o Check that your appliance is turned on.
 - o Check the switchboard to ensure the circuit breaker has not tripped.
 - o If your property is connected to LPG gas, check your gas bottle is not empty.
 - o Check with your chosen service provider.
- **Smoke Alarm Beeping?**
 - o Do not disconnect the Smoke Alarm
 - o Contact Smoke Alarms Australia on 1300 125 276.

Bay Realty Co

ABN 52 067 400 024

426 Princes Highway Rockdale NSW 2216

9597 6144

<https://bayrealty.com.au/>