

TENANTS TIPS & GUIDE

Tenants are expected to keep the property clean; this is a tenancy agreement requirement.

Repairs and Maintenance

We insist that all repair requests are lodged in writing and provide as much evidence as possible so we are better able to address your query. You can download the maintenance request form from our Tenants Forms & Documents page. Once completed, you can lodge your maintenance requests by email, post or in person.

Urgent Repairs

Urgent items are those that could potentially injure a tenant, have a major impact on a tenancy, or cause further damage to the property. Anything on this list is legally defined as an urgent repair:

- burst water service
- blocked or broken toilet system
- serious roof leak
- gas leak
- dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- an essential service or appliance for hot water, water, cooking, heating, or laundering is not working
- the gas, electricity or water supply is not working
- a cooling appliance or service provided by the rental provider is not working
- the property does not meet [minimum standards](#)
- a safety-related device, such as a smoke alarm or pool fence, is not working
- an appliance, fitting or fixture that is not working and causes a lot of water to be wasted
- any fault or damage in the property that makes it unsafe or insecure, including [pests, mould or damp](#) caused by or related to the building structure
- a serious problem with a lift or staircase.

Please contact us immediately if you have any emergency repairs.

Can I stop my rent payments till my house is repaired?

If you fail to pay your rent for at least 14 days, your landlord can start the eviction process by serving you with a 'Notice to Vacate', which may require you to leave the property within 14 days. So, regardless of the conditions surrounding the repair request, always pay your rent. Our office also offers other services to help both rental providers and renters achieve a better outcome.

After hours emergencies

Should an emergency repair be required after hours then you need to text the details of the problem to 0435 629 988 or email to info@triple8re.au.

Keys

If you have misplaced your keys during business hours, please call our office to obtain a replacement set. If you lose your keys after hours, you must contact a LOCKSMITH to gain access to the property (this is at the renters' own expense).

Smoke alarms

If you think that smoke alarms installed on your property are not working or that the batteries are not functioning properly, please notify us immediately.

Inspection Guidelines

We conduct routine inspection approximately every six months. The purpose of the inspection is to ensure that the renter is maintaining the property in good condition. If the rental provider considers that the renter is failing to meet their obligations under the rental agreement, they may issue a Notice of Breach of Duty to renter.

Photos

Routine inspections include taking images of the property's condition as well as any damage or repairs that are needed. This includes photographing the interior of the home as well as the gardens and yard areas.

Please visit this link to obtain a checklist of what we look for during inspections:

Renters Contents Insurance

It is extremely important that you get your own contents insurance.

It is important to remember that your possessions are not covered by the owner if they are damaged or destroyed by conditions affecting the owner's property (e.g. fire, storm damage, power outages etc).

The landlord's insurance will not cover your damages in any case. Renters must keep their own contents insurance coverage in effect. Please contact your insurer for detailed information about your policy and what it covers.

DOWNLOAD FORMS

Application for Tenancy

Maintenance Request

Notice of Intention to Vacate