



FINBAR TO RENT



Wholly owned subsidiary
of Finbar Group Ltd



TENANT HANDBOOK

The information contained within this handbook is of a general nature and is designed to help you manage the tenancy for your new Finbar apartment.

When appropriate, you should obtain your own independent advice.

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INTRODUCING FINBAR TO RENT

Finbar to Rent is a wholly owned subsidiary of the Finbar Group and has been established to provide an exclusive property management service for Finbar apartments. We pride ourselves on professionalism, industry knowledge and excellent communication.

Finbar to Rent understands the importance of providing tenants with a positive and seamless tenancy experience, we have therefore teamed up with some leading technology and online providers to manage compliance, increase efficiency and bring you 24/7 real time reporting on your tenancy.

BENEFITS OF FINBAR TO RENT



Access to the newest and best West Australian apartments



Resort style facilities and amenities



Professional service



Access to your own online tenant portal



Management from an ASX listed public company



MOVING IN

Congratulations on your new home. We want your move to be as stress free as possible, so if you have any questions or require any assistance, please speak with your property manager. This section is designed to help you during the early stages of your tenancy:

PAYMENT OF BOND

- Your bond (4 x weeks rent) is required to be paid before you can collect the keys for your new apartment.
- If you have an approved pet, you are also required to pay a pet bond in the amount of \$260.
- Your bond is lodged with the government bond administrator and is held there throughout your tenancy. For more information on how bonds are managed in Western Australia, please refer to the government's 'eLodgement' fact sheet provided by your property manager.

BOOK MOVE IN DATE

- Your apartment is part of a strata titled building, which often comes with rules around booking lifts etc. for your move. Please discuss your move with your Property Manager so that we can book a date with the Strata Manager.

UTILITIES

- You are responsible for the payment of any gas, electricity and water that you use. These utilities may be charged via the strata company. Your property manager will let you know how utilities are charged for each specific building and provide you with assistance should any accounts require connection in your own name.

PHONE / INTERNET CONNECTION

- There are a large variety of products on the market for phone and internet packages, so simply make contact with your preferred carrier or internet service provider.
- Your apartment is wired with telephone and data outlets, so your carrier will be able to easily provide you with a connection.
- It is important to note that there is a one-off user contribution charged by the service provider of around \$300 for the first connection at any apartment. This cost is your responsibility (waived by some carriers depending on contract periods).

CHANGE YOUR ADDRESS

- So you continue to receive all your mail, it is a good idea to arrange a mail re-direction with Australia Post, you can do this by visiting www.austpost.com.au.

- You may also need to update your details on the electoral role, which you can do by visiting: aec.gov.au.

PROPERTY CONDITION REPORT

- Your Property Manager will provide you with a Property Condition Report (PCR). This details the condition of the apartment at the start of your lease. The report is then used to compare the condition of the apartment when you leave and will determine whether you are responsible for any cleaning or repairs. Please take the time to review the report, sign it and return it to your Property Manager within 7 days of receiving the report.





DURING YOUR TENANCY

We want you to enjoy your new home and ensure your experience of renting a Finbar apartment is positive and enjoyable. Therefore, we have compiled some additional information that will help you throughout your tenancy:

PAYMENT OF RENT

- Finbar to Rent has a zero-tolerance policy on rent arrears and if you fall behind you risk becoming subject to legal action. Please ensure your rent is always paid in advance.
- If you are ever experiencing financial difficulty, please speak with your Property Manager before your rent is due so that we have an opportunity to discuss your situation with the Owner.

STRATA / BUILDING MANAGEMENT

- Apartments in Western Australia fall under Strata Schemes which control building maintenance and resident behaviour.
- Finbar Apartments are particularly well known for their resort style common area facilities, which we want you to enjoy!
- Please keep in mind that the Strata Scheme has a special set of rules called Strata By-Laws. Your Property Manager will provide you with a copy of these rules and it is important that you read, understand and abide by them.

- A copy of the Strata By-Laws for your particular building can be downloaded from finbartorent.com.au.

KEYS & REMOTES

- You will be provided with a set of keys and access remotes for your apartment. Once you have received these, they become your responsibility.
- If your keys or remotes are lost or stolen, you are responsible for the cost to replace them.
- You are welcome to arrange additional or spare keys and remotes at your own expense, which your Property Manager will happily assist with. Any additional keys or remotes must be returned to us at the end of your tenancy agreement.

LOCKED YOURSELF OUT?

- If you lock yourself out during office hours, contact our office as your Property Manager may be able to assist you with a spare apartment key. However, if this is after hours, then you will need to arrange a locksmith to gain entry to your apartment.
- You might like to consider leaving a spare key or remote with a trusted friend or neighbour to help you in the event that you are ever locked out of your apartment.

PETS

- Some owners will consider allowing pets to reside within their apartments, so please feel free to contact your Property Manager, who can request permission on your behalf.
- Please bear in mind that as the apartment is governed by a set of Strata By-Laws, the regulations of the building may restrict the type and number of pets, or even prevent pets from being able to reside within the building.

HOME IMPROVEMENTS

- It is important that your apartment feels like your home and in some cases, you may want to make minor alterations to the apartment, for example; installing pictures hooks or shelving. You can provide your Property Manager with a written request to carry out reasonable alterations, who will then seek consent from the Owner on your behalf.

ROUTINE INSPECTIONS

- Finbar to Rent will carry out periodical routine inspections, the purpose of these is to ensure that you are looking after the apartment, as well as help to identify any maintenance issues or recommended improvements for the Owners consideration.
- Please refer to the Routine Inspection Checklist which will be provided to you when you are notified of a pending inspection and present your home in a clean and tidy condition ready for our Property Manager to inspect.

MAINTENANCE – A TENANTS RESPONSIBILITY

- Please consider the following basic household items, which you are responsible for during your tenancy:
 - » Checking and testing smoke alarms to ensure they are in working order;
 - » Replacing light globes & batteries;
 - » Ensuring there is adequate ventilation to avoid mould problems arising;
 - » Ensuring the premises is clean, secure, and free from damage.
- The Owner is responsible for providing you with a clean and functioning home and keeping all plumbing, gas and electrical fixtures and fittings in working order.
- It is vital that you report any Owner maintenance matters to your Property Manager as soon as practicable after becoming aware of any issues.

MAINTENANCE FOR A BRAND-NEW APARTMENT

- As a tenant of Finbar to Rent, you will have the opportunity to live in a brand new (never been lived in) apartment, a renter's dream!
- During the first few months of your tenancy, your home will be covered under a building defects contract and it is important that you help the Owner by making sure you report to your Property Manager any minor defects items that you notice while living in your new home

URGENT MAINTENANCE

- As a general rule, urgent maintenance is considered to be:
 - » Necessary for the supply or restoration of an essential service, for example; water, gas and electricity.
 - » Maintenance, that if not attended to may cause damage to the premises; injury to person/s or cause undue hardship or inconvenience to a tenant.
- Call Finbar to Rent on 6211 3388 during or after hours to report any urgent maintenance and your Property Manager will attend to the issue within 24 hours.
- If you cannot reach your Property Manager (but have reasonably attempted to make contact), then you can arrange for the repairs yourself and the Owner will be required to reimburse you for the costs. Prior to arranging any repairs, please check your obligations and the legislation around arranging your own repairs by visiting commerce.wa.gov.au.

INSURANCE

- You are responsible for making sure that your personal contents are adequately insured against damage or theft.
- Although the Owner is responsible for making sure that the apartment and building is covered by insurance, their policy will never cover your personal contents.
- There are many insurance products on the market today designed to provide contents insurance just for renters, so compare the market and find a policy right for you.



ENDING YOUR TENANCY

We are sorry to see you go and if we can be of any assistance to you during this time, then please contact us. Below you will find information to help you understand your obligations when terminating a tenancy agreement and ensure the timely return of your bond.

NOTICE PERIODS

- The following notice periods apply when terminating a tenancy agreement:

■ FIXED TERM LEASE

Your lease will not automatically terminate on the expiry date, either you or your Property Manager must provide 30 days written notice to terminate the agreement. If you want the agreement to terminate on the expiry date, this notice must be provided 30 days in advance.

■ PERIODIC LEASE

If neither yourself or your Property manager has provided written notice to terminate the tenancy agreement before it expires, your lease will automatically become a periodic tenancy. At this point, you must provide 21 days written notice to terminate the agreement. Note that if the Owner wishes to terminate a periodic lease, then the Property Manager is required to provide you with a minimum of 60 days written notice.

ENDING YOUR TENANCY EARLY

- If your circumstances change and you need to terminate your tenancy agreement before it is due to expire, this is considered 'breaking your lease'.
- You will be responsible for the payment of rent and maintaining the apartment until such time that a new tenant is found, and a new lease commences.

- Please speak with your Property Manager if you are considering breaking your lease so that we can assist you and help reduce your costs by advertising the apartment and securing a new tenant for the Owner as quickly as possible.

PREPARING TO MOVE OUT

- Once you have provided notice to terminate your agreement, your Property Manager will discuss the 'vacating' process with you, including providing you with a checklist to help maximise your bond return.
- Some important things to arrange are:
 - » Cleaning, maintenance, and rectifying any damage caused by you;
 - » Carpet cleaning;
 - » Ensuring all globes and batteries are in working order;
 - » Pest fumigation (if applicable);
 - » Disconnecting any utility accounts; and
 - » Arranging a mail redirection and updating your address.

THE FINAL INSPECTION

- After you have moved out and returned all keys and remotes to your Property Manager, a final inspection of your apartment will take place, which you are more than welcome to attend.
- The inspection will compare the condition of the apartment to the condition it was in when you first moved in and will determine whether you are responsible for any cleaning or repairs (fair wear and tear excluded).
- Your Property Manager will provide you with a final inspection report, detailing any proposed bond deductions within 14 days of the end of your tenancy.

WE ARE COMMITTED TO RESOLVING ANY DISPUTES

If you experience issues throughout your tenancy or have a disagreement with your Property Manager, at Finbar to Rent, we believe that good communication is the key to resolving most problems. We will endeavour to resolve any concerns by listening and negotiating with you in a calm and professional manner and in accordance with the legislation in Western Australia.

If you have any questions, would like clarification or would simply like to talk to someone else regarding your tenancy issues, please visit commerce.wa.gov.au for advice.





WE WOULD LOVE TO SEE YOU AGAIN!

Please visit finbartorent.com.au for available rentals, or if you are thinking of purchasing an apartment of your own, we would like to introduce you to some of the fantastic opportunities available at finbarapartments.com.au.



Contact Us

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