
TENANCY BRIEF

We urge you to use the following points of communication with our company for any problems or questions that you may have during your Tenancy.

We prefer that you state most issues in writing via email or fax.

PROPERTY MANAGEMENT TEAM

Please refer all maintenance, rent arrears, damages or any other matters concerning the property or your Tenancy to the person you initially dealt with during your interview.

Vincent Armenia	Direct: 9564 0608	Mob: 0423 688 983	Email: va@lazogas.com.au
Steven Zarokostas	Direct: 9564 0604	Mob: 0413 285 565	Email: sz@lazogas.com.au
Eva Lazogas	Direct: 9564 0600	Mob: 0419 533 054	Email: el@lazogas.com.au
Daniel Logvinov	Direct: 9564 0600	Mob: 0422 244 456	Email: dl@lazogas.com.au

OFFICE ADDRESS

16-18 Atherton Road, Oakleigh Vic 3166

Ph: 03. 9564 0600 Fax: 03. 9564 0606 E-mail: helpdesk@lazogas.com.au

OFFICE HOURS

Monday to Friday - 9am - 5.30pm | Saturday - 9am - 2pm | Sunday - Closed

IMPORTANT TELEPHONE NUMBERS

Telephone Telstra 13 22 00

Optus 133 937

Gas Ikon Energy 13 26 92

AGL 131 245

Water South East Water 13 18 51

Yarra Valley Water 13 17 21

Electricity United Energy 13 30 00

Alinta 132 099

Tru Energy 133 466

Red Energy 131 806

Origin 13 24 63

Council City of Monash 03. 9518 3555

City of Glen Eira 03. 9524 3333

City of Kingston 03. 9556 4200

City of Stonnington 03. 8290 1333

Other Residential Tenancies Bond Authority 03. 9627 6143

Consumer Affairs 1300 55 81 81

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RENT

The rent is required to be paid on or before the 15th day of each month in advance pursuant to your Residential Tenancy Agreement. This office requires tenants to pay via BPAY either through internet banking or at the post office with the information provided upon sign up.

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SECURITY DEPOSIT

Payable to "Residential Tenancies Bond Authority" by way of bank cheque or money order (personal cheque or cash not accepted). It is the Tenant's responsibility to complete the appropriate lodgment form stating all details and signatures. Upon commencement of your Lease, you will have paid a security deposit to the equivalent of one month's rental (unless otherwise specified by the Agent). At no time shall the Tenant use or deduct any moneys from their security deposit or any part thereof towards rental payments. Once the property has become vacant, the Agent shall then conduct a final inspection and the security deposit will be refunded by the Authority upon completion of the appropriate Bond Claim forms. If there are any discrepancies for damages, repairs or rental owing, these issues will be mutually discussed and agreed and only then will the Authority forward all remaining monies from the security deposit. In order to protect your security deposit, we suggest that upon vacating you pay particular attention to the initial condition report to avoid any disputes or deductions from your security deposit.

CONDITION REPORT

When collecting the keys at the commencement of your tenancy, you will be provided with a condition report that has been prepared and completed by the Agent for your final perusal and approval thereafter. The condition report is required to be returned to the Agent within three (3) business days after entering into occupation of the rented premises. The Tenant must return this original signed condition report to the Agent with an endorsement to the effect that the Tenant agrees or disagrees with the whole or any specified part of the report. The condition report should not be used as a maintenance request.

KEYS

We require you to provide our office with one complete, duplicate set of keys to the premises. Therefore, an emergency set of keys are always available to you should it be required.

OCCUPANCY

Only those names stated on the initial, approved Tenancy Application Form and stated on the Residential Tenancy Agreement shall be regarded responsible for all issues relating to the premises. We expect that all permanent occupants to the premises will be stated on the original application form. If any changes are made by the Tenant regarding their fixed term Tenancy, they must contact their Agent for the necessary documentation. A fee of \$150.00 plus GST shall be charged for administrative costs.

RENT ARREARS

Should your rental be late in a given month, it is expected that you communicate this to our office a minimum of seven (7) days prior to any direct debit being processed and alternative arrangements will be made. If you have not made payment within fourteen (14) days, our office at the Landlord/s or Agent's discretion, will issue a "Notice to Vacate" that shall be sent via Registered Post to terminate the Tenancy pursuant to your Residential Tenancy Agreement.

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MAINTENANCE

All maintenance requests must be made in writing to our office maintenance mailbox being maintenance@lazogas.com.au, the only exception being an after hour's maintenance item that requires urgent attention and if left unattended would cause damage to your belongings as well as to the premises. We will never undertake any maintenance without the Landlord's approval, unless absolutely necessary and under these circumstances, the agent's responsibility is to undertake repairs up to \$1,000 if stated in the agent/landlord signed 'Managing Authority'.

What is considered to be urgent?

Pursuant to the Residential Tenancies Act 1997, the following situations are considered "urgent repairs", any work necessary to repair or remedy:

- a burst water service
- a blocked or broken lavatory system
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- flooding or serious flood damage
- serious storm or fire damage
- a failure or breakdown of any essential service or appliance provided for hot water, water, cooking, heating or laundering by a Landlord in rented premises
- a failure or breakdown of the gas, electricity or water supply to rented premises
- an appliance, fitting or fixture provided by a Landlord that uses or supplies water and that is malfunctioning in a way that results or will result in a substantial amount of water being wasted
- any fault or damage that makes rented premises unsafe or insecure
- a serious fault in a lift or staircase
- any damage of a prescribed class

Should any of the above "urgent" situations occur outside our office hours, you are to take reasonable steps to make contact with our Leasing Department on their mobile telephone numbers (Steven 0413 285 565, Eva 0419 533 054, Vincent 0423 688 983). If you have exhausted all methods of contact please call our afterhours tradespeople – QC Plumbing or Electrical on 0418 330 537.

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TERMINATION OF LEASE

This office requires written notice of twenty-eight (28) days plus processing periods (refer to 'Renting a Home, A Guide for Tenants and Landlords) prior to a Lease ending or after it has expired.

EARLY TERMINATION OF A LEASE

Should you require terminating a Lease prior to the expiration date, it is advised that you contact this office to discuss the matter. The following is an outline of this company's requirements:

The notice will be required in writing with your intended vacate date an administration fee equivalent to two (2) week's rental plus GST and an advertising fee of \$250 (plus a further \$165 should a signboard be agreed to) shall be paid to this office prior to any works commencing. Rent will be charged until the date the new Tenant commences their Lease agreement. Access to the premises (by appointment) will be required for any prospective Tenant during the re-leasing period. At no stage shall the security deposit compensate for the above matters, this will be dealt with independently.

RETURN OF KEYS AT TERMINATION

When all keys to the rented premises are returned, this represents legal termination of the Tenancy, you will be liable for rental up to and including the day the keys are returned to the managing Agent. Please remember that you are liable for additional rent should:

- You inadvertently keep the keys
- You lock the keys inside the rented premises
- Failure to deliver all sets of keys and remotes to this office

TELEPHONE NUMBERS

You must notify our office of any changes of employment, and in your telephone numbers or email address whereby we may need to communicate with you.

We hope the above items will answer any queries you may have during your tenancy, but of course, should you have any further questions relating to the above, please do not hesitate to contact our property management team.