

## Tenant FAQ's

### What if I'm Locked Out?

Sorry – we don't provide a lock out key service; you'll need to contact a locksmith.

### What type of tenants get listed on TICA or Default tenancy database?

The default databases list a tenant who was named on a lease and owes a landlord money that exceeds their bond and where

- a. they owe money under a Tribunal or RTA conciliation agreement or
- b. they've been served with a notice to remedy a rent arrears breach and haven't paid up or
- c. they have abandoned the premises (and aren't disputing this)

A tenant can also be listed on a default database where the Tribunal has terminated the tenancy for "objectionable behaviour" or for repeated breaches.

### What are my options for rent payments?

We are a cashless office which means we don't accept cash in the office. This policy is in place due to safety reasons. You have the choice of a money order, bank cheques, Direct Debit, EFT, or you can deposit cash directly to the bank to Nobel realtors trust account. Only one account per tenancy can be used for this purpose so you'll need to organise any sharing arrangements yourself.

### What if I'm having trouble paying the rent?

Please call and discuss with your property manager as soon as possible as our daily arrears system will note your non-payment and you'll be issued with warning letters and legal notices. With the owner's consent we may be able to work out an arrears repayment schedule.

### What Happens at the end of the Tenancy?

See our cleaning guide checklist for making sure you get your full bond back. Using a cleaning guide checklist helps avoid potential call-backs. Otherwise a good option is to employ a professional cleaner. The cost is often well worth the peace of mind and is generally quite affordable especially if you do the basics first. Ask your property manager for a recommendation. If there are any damages, these will need to be fixed prior to vacating, and if you're unsure, please use a professional tradesperson.

### What do I do if I'm broken into?

The police should be contacted in all instances and please also contact us, preferably in writing, giving us the full details. We'll need a crime number from police to validate repairs to windows and doors etc or you could be held liable for the damage. Please remember the landlord's insurances will not cover your own contents and possessions and it's wise to take out cover for this.

### How do I go about Repairs and maintenance?

Use our online Maintenance Form or login into the portal and enter a maintenance request. Please be accurate in describing the problem and provide clear details. You may be liable for the cost if the contractor advises that the problem was a result of something that you've done!

### Do I need to organise pest control?

Tenants may need to organise and pay for a treatment if problems result from an unclean home with rubbish not stored properly for example. A condition of approving pets is that you will carry out regular flea treatments.

**Can I put pictures on the wall?**

You'll need to contact us first, prior to making any holes in walls or securing any hook that will leave a permanent mark. Usually landlords will agree to a reasonable number of hooks on a wall provided they're installed in a "tradesman-like manner".

**What happens if I or my flatmate moves out and needs someone else to move in?**

If you share a property with friends or family and either yourself or a flatmate needs to vacate they must provide this in writing via RTA Form 13 – Notice of Intention to Leave. If another person is going to be moving into the property after the lease is signed, each new person must fill out our application form prior to moving in. These applications need to be treated as if it was a new tenancy and they require the owner's approval. Please be advised that a fee maybe charged to you for application processing. Check with your property manager