

Joyce Property Investments

Is one of Perth's largest independent property managers. We have been in the business for over 25 years and have a track record second to none.

The following information that will ensure your tenancy with us is enjoyable.

Joyce Property Investments Office Hours:

Monday to Friday: 8.00am – 5.30 pm
 Saturday: 9.00am - 12.00 noon
 Emergency maintenance: 0417 953 321

Contact Details:

Joyce Property Investments
 Ground Floor, 1050 Hay Street, West Perth, 6005
 Telephone: 9429 7700 Facsimile: 9429 7722
 PO Box 538, West Perth, 6872
 Email: mail@joyceproperty.com.au
 After hours emergency maintenance: 0417 953 321

About Your Lease Agreement

Your 'Agreement to Take Residential Premises' form is a legally binding contract; please ensure that you take the time to carefully read all the sections of this contract. The Lease Agreement clearly outlines both your Rights and Responsibilities as a Tenant.

If the tenancy is for a fixed term it cannot usually be brought to an end before that period. If extreme circumstances arise and you need to vacate early you will be liable to reimburse the property owner costs associated with re-letting the property, together with rent until such time as it is re-let.

We ask that you provide us with 21 days notice of your intention to vacate prior to the end of your tenancy term. It is very important that any notice to vacate is provided in written format.

If the tenancy is not for a fixed period, or if the fixed period has expired you are also required to provide the Property Manager with 21 days notice of your intention to vacate the premises.

General Maintenance and Emergency Repairs

It is very important to contact the Property Manager and report any maintenance or repair issues as soon as they occur.

Matters concerning general maintenance should be directed to Reception during normal office hours. These matters will not be attended to after hours.



For emergency repairs please contact our 24 hour mobile service on 0417 953 321. We ask that you exercise courtesy and consideration when using this emergency service.

Please note that the pilot light on a hot water system and lost keys will not be dealt with by the after hours emergency service.

If you find yourself locked out of the property you will have to arrange to have a registered locksmith change the locks at your own expense. Please also note that you will be required to provide the Property Manager with a replacement copy of the new keys.

How to Pay Rent

Rent is always payable on or before the due date shown on your tenancy agreement. If for some reason you are late in making a payment please ensure you telephone your Property Manager without delay to explain the circumstances.

Please understand that as a managing agent, we are obligated under the terms of the Residential Tenancies Act (1987) to issue Notices one clear day after rent arrears occurs. Please make special note of this, particularly if you are paying via a bank transfer or when your rent falls due on a public holiday.

Joyce Property Investments strive to provide our clients with the very best in service and convenience. To facilitate this, we enable you to pay your rent via the following methods.

- BPAY
- Customer Initiated Direct Debit
- Australia Post Offices
- In person at the Joyce Property Investments office

BPAY

This option allows you to pay over the phone 24 hours a day, 7 days a week.

- Call your participating Bank and follow the recorded

prompts to make your rental payment from either your cheque or savings account.

- At the prompt, enter the Joyce Property Investments Biller Code and your personal RentCard number that are both located on the back of your National RentCard.
- A Receipt Number will be quoted to you over the phone as proof of your payment. Please keep a record of your Receipt Numbers.

Customer Initiated Direct Debit

This option also allows you to pay over the phone 24 hours a day, 7 days a week. Although it is called a “direct debit”, it is not automatically debited from your account. The payment must be initiated by you. This means that the rental amount will only be deducted from your account when you tel phone and provide the necessary identification which makes this option completely secure.

- To use the Customer Initiated Direct Debit option, you must register the details of your nominated savings or cheque account by completing the Direct Debit Request form provided to you and returning it to Joyce Property Investments for processing.
- To ensure your Personal Identification Number (Access Code) is known only to you, complete Section E at the bottom of the Direct Debit Form. Once completed, cut off the section and place it in the envelope provided. Return the sealed envelope with the Direct Debit Form to Joyce Property Investments. The envelope will be forward directly to the National Bank, ensuring that only you will know your personal Access Code that activates this Direct Debit payment option.

Please note: Customer Initiated Direct Debit takes 3 weeks to activate from the time Joyce Property Investments receives your form. You must use another payment method during this time. Dishonour penalties may apply if you attempt to use this service before the end of the 3 week set-up period or if there are insufficient funds in your nominated account.

- After the 3 week set up period, simply dial the phone number 1300 309 011 shown on the reverse of your card and follow the instructions.
- When your payment is complete, a payment Receipt Number will be issued to you over the phone as proof of your payment. It is in your interest to keep a record of your payments and corresponding Receipt Numbers.
- To help you keep your own record of each rent payment and your Receipt Numbers, we will provide you with a National RentCard Payment Sheet. Keep it handy so that you can fill it out each time you pay your rent by phone.

Note: the Direct Debit payment option is not available on all bank accounts. Call your bank to find out if it is compatible with your account. Australia Post You can also use



your National RentCard over the counter at any Australia Post Office. Each National RentCard is individually bar-coded with your a unique reference number.

- Present your National RentCard with your cash or cheque at any of the 4,000 Australia Post outlets throughout Australia. (Cheques are to be made payable to National Australia Bank RentCard or Australia Post).
- You will receive a printed post office receipt as confirmation of your payment.

Paying at Joyce Property Investments Office

If you prefer to make your payment in person, you can visit our friendly office on the Ground Floor, 1050 Hay Street, West Perth, where we will accept cheque, money order and EFTPOS payments. For the safety and security of our staff, cash payments cannot be accepted.

Important additional information on your National RentCard

Your National RentCard cannot be used at any branch of the National Australia Bank.

If you lose your National RentCard, simply advise Joyce Property Investments and a new card will be issued to you at a small cost of \$5. A lost card is not a security risk to you because the National RentCard does not store any private information about you or your bank account. It cannot be used for any purpose other than to pay rent.

This RentCard must be returned upon termination of your tenancy in order to avoid a replacement charge.

Should you have any queries or if you wish to discuss any aspect of the new National RentCard, please do not hesitate

to contact your Property Manager on 9429 7700 during business hours.

Routine Inspections

The objective of a routine inspection is to ensure the property is well maintained. This assists you in complying with the terms of the Lease Agreement and protecting your bond equity.

Unless otherwise requested by the property owner, we will conduct the first property inspection approximately six weeks after you move into the property. This will enable you to settle in and let us know if there are any new maintenance requirements.

Thereafter inspections are usually conducted every three months. For each inspection we will send you a letter providing you with seven to fourteen days notice, as well as a maintenance card for you to list any maintenance items or matters you would like to bring to our attention.

You do not need to be home during these inspections.

A Few Tips to assist you in the Inspection Process

Interior

- Oven to be cleaned inside and out – shelves, griller, glass and base to be grease free. Hot plates to be cleaned.
- Exhaust fan covers to be removed, cleaned and replaced
- Windows, including tracks and sills to be cleaned
- Grubby marks removed from walls, power points and light switches
- Skirting boards and tops of tiles to be dusted
- Venetian blinds to be dusted (where applicable)
- All floor covering to be appropriately cleaned
- All light fittings to be cleaned (cobweb and insect free)
- Shower screens, tiles, grouting, bath and basins to be cleaned
- Toilet – including seat and pedestal to be cleaned
- Cobwebs to be removed from the eaves and internal walls/cornices
- All mildew or mould to be removed.

Exterior

- Garden to be tidy with no weeds.
- Lawns to be mowed, edged and weeds removed
- Front porch and paved areas to be swept
- Weeds to be removed from joins/cracks in the driveway and paved areas
- Swimming pool and equipment to be cleaned and in good working order (where applicable).
- Oils marks or similar to be removed from the driveway.