

Welcome to your new home

Welcome to Intelligent Property Services. We trust that you will be happy in your new home and hope your tenancy with our office is trouble free and enjoyable.

About Us

Our office hours are Monday to Friday 9.00am – 5.00pm. The office is shut on Saturdays, Sundays, Public Holidays and during the Christmas/New Year's period.

Contacting Our Office

To receive prompt action, the best form of contact with our office is by email or fax. If you do not have access to email or fax, feel free to contact our office directly by telephone on (02) 9324 8841 and ask to speak to your Property Manager.

Making Appointments

If you wish to visit the office to discuss any tenancy matters, an appointment will need to be made with your Property Manager. Our Property Managers are often out of the office conducting inspections so an appointment is required to ensure your property manager is available.

Electricity/Gas/Telephone/Contents Insurance

It is your responsibility to have the electricity, gas & telephone connected in your name and to have the account finalised when you vacate. If you haven't engaged Direct Connect, we have provided the contact details of the utility providers below

Energy Australia: 131 535

AGL: 131 606

Integral Energy: 131 003

Telstra: 132 200

Contents Insurance

Your furniture and contents are precious to you but are not covered by the landlord or strata's insurance policies. We recommend you take out your own contents insurance policy to protect all of your belongings including your car.

Condition Report

This report forms Part 2 of your Residential Tenancy Agreement. The condition report is a record of inspection showing the condition of your property at the beginning of your tenancy. You should refer any differences to us promptly to get them resolved. The report must be signed and returned to our office within 7 days from the commencement of your tenancy.

Paying Rent & Arrears

It's the tenant's legal responsibility to pay rent to the Landlord or the landlord's agent. Rent is to be paid in accordance with the terms as set out your Tenancy Agreement. It is important to time rental payments, so they are received ON OR BEFORE the due date. A rental ledger can be obtained anytime from your property manager.

If your rental payment is going to be late, it is important that you contact your Property Manager to make arrangements. If the rent falls into arrears, a rent reminder will be sent and a Termination of tenancy is served once it is 14 days overdue. Under NO circumstances is cash accepted at the office for security reasons. Please remember the landlord has financial commitments to meet and they rely on the rent being paid on time.

Water Usage

The 'user pays' system applies to water usage in most areas of NSW. You pay the water usage component of the bill via your Bpay card where the premises are separately metered. When invoices are sent to your premises for water usage, we would ask that you settle the payment as quickly as possible. When you vacate, any water usage you may owe will be calculated after the final outgoing inspection.

Bonds

Transferring of bonds is not permitted. This office holds the necessary Renting Services 'Change of Shared Tenancy' forms and you should contact your Property Manager regarding any change to your bond arrangement. Changing names lodged with the Renting Services does not alter your Residential Tenancy Agreement.

The Bond is NOT to be used as rent for the last few weeks of your residency. All rent is to be paid on time and to the very last day you vacate. The Bond is for any damage or cleaning that has not been carried out during your tenancy.

Vacating & Breaking Your Tenancy Agreement

We wish to remind you that you must give a minimum of 21 days written notice should you want to vacate once the fixed term of the Tenancy Agreement has expired. You need only give 14 days before the expiry of the fixed term of the Agreement.

We can assist you should you wish to break your tenancy agreement. The following conditions will apply: 1. The tenant is responsible for and must pay rent until the property is re-let to a suitable tenant or until the end of the tenancy agreement, whichever occurs first. 2. The tenant must pay for all re-letting fees (1 weeks rent), advertising and lease preparation fees for the Landlord upfront before the property is advertised. 3. The tenant must provide an exact date that the property will be vacant and available for a new tenant to move into the property.

Once again, we trust that you will be happy in your new home and we hope your tenancy with our office is trouble free and enjoyable.