



YOUR NEW RENTAL HOME

 **DPN**

Live the life you want™

WELCOME TO DPN PROPERTY MANAGEMENT

Welcome to your new home

DPN Property Management is here
to support you in your new tenancy.

This handy guide includes everything
you'll need to know about leasing a
home with DPN.

We want you to enjoy where you live and
live the life you want[™].





Cassie Nancarrow
General Manager, Property Management

Experience and expertise

OUR TEAM

GENERAL ENQUIRIES

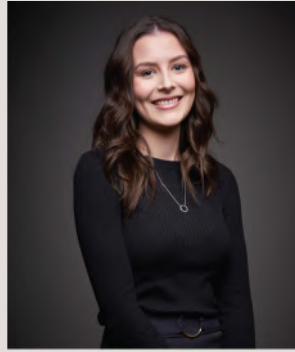
E. propertymanagement@dpn.com.au

48-52 Cronulla Street, Cronulla NSW 2230

CENTRAL COAST & HUNTER



NICOLE HOURIGAN
P. 0438 429 559
E. nicole.hourigan@dpn.com.au



ALISHA FOWLER
P. 0426 685 285
E. alisha.fowler@dpn.com.au

MARG MAGOFFIN
P. 0499 987 179
E. marg.magoffin@dpn.com.au

SYDNEY

ILLAWARRA

BRISBANE



LAURA POPE
P. 0448 754 310
E. laura.pope@dpn.com.au



JACINTA SPENCER
P. 0406 717 397
E. jacinta.spencer@dpn.com.au



STACEY HUNT
P. 0439 656 606
E. stacey.hunt@dpn.com.au



DANIELLE KALME
P. 0452 448 733
E. danielle.kalme@dpn.com.au

SUNSHINE COAST



SHARON BAILEY
P. 0437 147 670
E. sharon.bailey@dpn.com.au



HAIDEE CAMERON
P. 0480 004 563
E. haidee.cameron@dpn.com.au



SHERADIN HERR
P. 0480 041 353
E. sheradin.herr@dpn.com.au



ALANNA TAHERE
P. 0499 771 897
E. alanna.tahere@dpn.com.au

YOUR LEASE

Lease agreement

Your Lease Agreement is a standard Residential Tenancy Agreement as per the Residential Tenancies Regulation 2019.

Your lease will be sent to you via electronic signing. If there are any parts of the agreement you need clarifying, please feel free to contact your dedicated Property Manager who will be happy to step you through this document and its terms.

Key release

Keys will only be released when all parties on the lease have signed and all monies including the bond and two weeks rent in advance have been paid.

For legal and security reasons we can't issue keys early or grant access to the property before the allocated tenancy start date.

PropertyMe – your online portal

DPN Property Management uses industry leading software, PropertyMe, which is an easy to use online portal and provides information on your tenancy, updates, rental inspections and also where you securely pay your rent.

You can access the portal at www.propertyme.com.au. Your dedicated Property Manager will provide your login details. You can also find this information and more in your automated DPN Property Assistant, Alex.

No cash policy

All payments need to be made via direct deposit into our trust account using the payment reference provided to you. Your payment reference is also noted on your Lease Agreement in your PropertyMe portal.



MOVING

into your new home

Move me in

As part of our inclusive service we partner with Move Me In (movemein.com.au) to help you with the connection of your utilities automatically.

You can expect an expect an email within the next 24 hours which will walk you through the connection process of electricity, gas, phone, internet and more.

This service is totally free to you and covers a range of providers with great discounts and savings. Even better, when you sign up with Move Me In via DPN, you'll be rewarded with a Domino's voucher for 2 large pizzas, garlic bread & a drink delivered free!

Entry condition report

Upon moving into your new property, you will be provided with an Entry Condition Report. Please ensure that you return the Entry Condition Report to our office within 7 days of the tenancy start date.

If the Entry Condition Report isn't returned to our office within 7 days, the original Entry report will be used for the end of tenancy comparison, regardless of whether you agree to the original report or not.

Change in contact details

Please advise us of any changes to your contact details (phone, email, preferred postal address) in writing via email as soon as the change occurs.

Tenant contents & insurance

We highly recommend that you arrange tenant content insurance.

If your contents are damaged or destroyed by circumstances affecting the Owner's property (e.g. storm damages, power outages etc.) your goods and possessions are not insured by the owner.

Rental payments

DPN has a zero tolerance policy when it comes to late rental payments, and as such, it is imperative you pay your rent on time.

All rental arrears will be recorded on your tenancy ledger which is available through your PropertyMe tenant portal. You may also request a copy to be emailed to you at any time.

It is important to remember that whilst you pay rent weekly, fortnightly or monthly it is a requirement to keep it paid in advance. Failure to do so may cause you to fall into arrears which is recorded on your tenant ledger. You will be issued a Notice to Remedy Breach if your rent falls into arrears at 7 days.

Rent is to be paid by direct deposit into DPN's trust account with payment reference noted as directed in your Lease Agreement and available on your PropertyMe tenant portal.

Routine inspections

Routine inspections are conducted on a regular basis by DPN Property Management. You will be notified of your inspection ahead of time via email and your PropertyMe tenant portal.

You may address any maintenance issues with your property manager during the inspection.

If no one will be home at the time of inspection, please ensure all maintenance requirements have been added to your online portal.

Once a routine inspection has been conducted, an email will be sent detailing items that need to be attended to. A maintenance schedule will also be sent to you.

Other services

Your automated DPN Property Assistant, 'Alex'

Alex is our friendly chatbot who will provide you instant support with requests like:

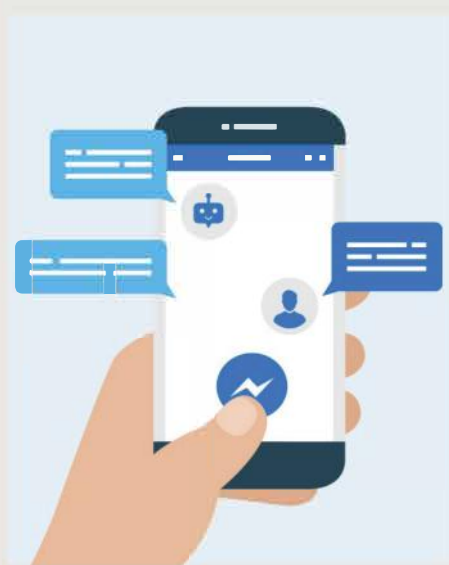
- "How much is my rent and when is it due"
- "My hot water system is not working"
- "I need to add someone to my tenancy"
- "The dishwasher won't switch on"
- Or anything else that you need help with!

Available 24/7, Alex is free to use and no account needed!

Click on the following link to [Try Alex Now](#).

Insurance

We partner with Allianz Insurance to provide our tenants with competitive home contents insurance quotes. Please contact us if you would like an obligation free quote on your home contents at hello@dpn.com.au



Repairs & maintenance

All repairs and maintenance requests need to be lodged via your PropertyMe Tenant Portal.

In this portal, you can view property and lease information; see when your rent and bills are next due; report and track the status of any maintenance requests; send me a message at any time; view and download rent receipts; see upcoming events like inspections and lease renewals.

You can access the portal at
www.propertyme.com.au

You can also use the your automated assistant, Alex, to get this information and more.

Under The Residential Tenancies and Rooming Accommodation Act you must give notice of damage as soon as practically able.

Maintenance not included in the act and the responsibility of the tenant:

- Mowing, edging, weeding and general yard maintenance
- Supply and replacement of light bulbs
- Batteries for smoke alarms
- Everyday maintenance of the pool / spa (if your property includes one)
- If the tenant has caused a drain or gutter blockage (eg a child puts a toy down the drain) they may be responsible for the cost of removal or damage.
- If a tenant or their guest damages the property, they may have to pay for repairs.

CLEANING

In addition under the The Residential Tenancies Rooming Accommodation Act it is the tenant's obligation to keep the property clean and in the condition found at the start of your tenancy.

Please ensure you regularly clean and maintain your property in order to retain your bond and avoid any marks against your tenant file. Included is a checklist of the items you are expected to keep clean and well maintained.



KITCHEN

Clean all cupboards (inside and out)

Wash all countertops and surfaces

Clean inside and outside of oven, microwave, fridge, defrost freezer (if supplied)

Clean cooktop, grill and rangehood

Clean sink and taps (including descaling)

Clean windows, window sills/tracks, window and door

Frames and fly screens

Sweeps/vacuum and wash floors

BATHROOM

Clean sink, toilet and bath (including taps)

Clean tiles

Remove any mould from walls/tiles and ceiling

Wash shower curtain/clean shower doors or enclosure

Clean all surface areas, shower rails and mirrors

Sweep and wash all floors

Dust and wash all surfaces

Dust and wash door and window frames and window sills/tracks

Clean mirrors

Dust fans

Wipe outside or air conditioning units, clean filters

Clean out any cupboards or wardrobes

Dust and clean skirting boards

Vcuum and wash floors

OUTDOOR AREAS

Mow grass, weed and trim edges

Clean out any leaves or debris in the pool (check for any special conditions in the tenancy agreement)

Sweep external areas

Empty and wash out bins

Remove any oil stains on driveway or in garage

Remove cobwebs

GENERAL

Remove all rubbish from property

Ensure all carpets are clean

Emergency contacts

In the case of an emergency please contact your dedicated Property Manager.

If your emergency is outside reasonable hours, please contact the nominated tradesperson for your area as set out in your lease agreement. Emergency contacts can also be found in your automated property assistant chatbot, Alex

Under the Residential Tenancies and Rooming Accommodation Act, the meaning of Emergency Repairs is:

- A burst water service or a serious water service leak that can't be isolated at the water main.
- A blocked or broken lavatory system
- A serious roof leak
- A gas leak
- Flooding or serious flood damage
- Serious storm, fire or impact damage
- A failure or breakdown of the gas, electricity or water supply to premises
- A failure or breakdown of an essential service or appliance on premises for hot water, cooking or heating a fault or damage that makes premises unsafe or insecure
- A fault or damage likely to injure a person, damage property or unduly inconvenience a tenant of premises
- A serious fault in a staircase, lift or other common area of premises that unduly inconveniences a tenant in gaining access to, or using, the premises

If you arrange and pay any emergency trades, you must keep a copy of the invoice and receipt so that we can reimburse you accordingly. Reimbursement cannot be made without an official invoice and receipt document.

In the case of serious emergency events or damage such as fire, storm damage, fallen tree etc, your first point of call should be your local SES service.

TRADE CONTACTS



A complete list of trade contact for emergencies
will be supplied in your lease agreement.

YOUR LEASE

renewals or termination

Lease renewals

We love to keep our good tenants and have a proactive approach toward lease renewals. We will contact the property owner for his/her instructions before your lease expiry date within the time period specified by legislation in your state. This is generally between 90 and 45 days prior to your lease expiry.

We will advise you of the outcome and invite you to renew your lease should the owner be happy to do so.

At this time you would be given the opportunity to either accept the new lease, or give notice to vacate.

Vacating a property upon lease expiry

If the owner requires vacant possession of the property, our office will issue an RTA Form 12.

If you wish to vacate the property upon lease expiry, you must give notice in writing, upon which we will require you to complete and RTA Form 13.

You are required under the Residential Tenancy Act to give a minimum of 14 days' notice in writing, not less than your lease expiry.

Breaking your lease

Breaking of lease terms and conditions will depend upon how long you have been in the property and how long before your lease expires. Please phone your Property Manager who will be able to discuss the options as per your circumstances.



Vacating the property

Final Inspection

Once you have vacated the premises and returned all your keys to us, we will arrange an exit inspection within 3 days of key vacant possession.

Vacating costs

Any outstanding costs must be paid in full prior to you vacating the property. At the end of your tenancy you will need to return the keys we provided along with any extra copies cut and any new keys for locks that have been changed.

Any alarm codes that have been changed must also be provided to us. If the keys are not returned to the Property Manager, you may be charged rent at a daily rent until the date they are returned.

Reclaiming your bond

Your bond will be returned to you upon completion of the following items:

1. You've paid all outstanding monies prior to your vacate date. If you're unsure of what is outstanding, please check your PropertyMe tenant portal, vacate email, or contact your Property Manager.
2. Keys have been returned in full to your property manager on your vacate date.
3. No issues are found when the property vacate inspection is undertaken.

LET US HELP YOU live the life you want™

We offer more than just great property management services. Founded in 1996, the DPN Group is a fully accredited, award-winning property and financial services enterprise.

We've helped thousands of Australians build wealth through investing in property and smart financial solutions.

Many people don't have a plan and may not realise their superannuation may not be enough in retirement. No matter what your starting position is, we'll help understand your goals and give you an action plan to get started.

Build wealth with property and smart finance

Whether you are looking to purchase your own home, invest in property or gain finance for a personal, car, or business loan, the expert team at DPN can help. We are an accredited broker and partner with over 30 major banks and lenders to help you find the loan suited to your needs and objectives. Ask your Property Manager how you can get started, or email hello@dpn.com.au

Learn more at dpn.com.au