



HomeGround
Real Estate Canberra

TENANT WELCOME BOOKLET

2025



Welcome.

Congratulations on securing your new rental home! We hope your moving process is not too stressful and you feel settled as quickly and hassle-free as possible.

At HomeGround Real Estate Canberra, we like to ensure our tenants are well informed of what to expect from our agency during your tenancy. We would like to take this opportunity to highlight what we expect from our tenants and outline the responsibilities that come with signing a Residential Tenancy Agreement. The renting booklet can be found [here](#).

The following pages contain important information regarding your tenancy and form part of your agreement. By signing the Residential Tenancy Agreement, you accept the terms of Tenancy Agreement, and any other conditions outlined in the agreement. An Ingoing Condition Report will be forwarded from Inspection Express via email.

Should you have any questions or concerns throughout the tenancy, please do not hesitate to contact the office and one of our team members will be able to assist.

Office details

Operating Hours: Monday - Friday: 9:00 am - 5:00 pm

Agency Name: HomeGround Real Estate Canberra

Phone: 1300 208 888

Email: enquiries@homegroundcanberra.com.au

Postal Address: 224/29 Braybrooke St, Bruce ACT 2617

Web: www.homegroundrealestate.com.au

For the fastest response, please contact your Property Manager via email. In the event you want to meet with your Property Manager, you will need to make an appointment at an agreed time.

Condition Report.

You will receive an online entry condition Report via email from Inspection Express. Please complete, sign and return within 14 days (required under the Residential Tenancies Act). If you do not return the entry condition report within this period, our agency's copy will be retained as the true and correct copy.

What is an entry condition report?

The entry condition report shows what the property looks like at the start of your tenancy. Within 24 hours of you picking up the keys for rental, the owner or their agent will send you the report via email with a link, detailing the property's condition and any leased goods. You will have 14 days to sign and return it online. A copy of this report is then held by our agency and a copy is sent back to you via a system (Inspection Express) generated email for your records.

By not returning the report in the specified time frame, we will assume that you agree to the Property Manager's findings on the property, and you will be accountable for any issues that may have been overlooked. Ensuring that this report is filled out thoroughly, provides you the opportunity to note any issues found and any areas where you disagree with the Agents assessment. We recommend you take photos or videos of the property and attach them to the report.

Why is this report so important?

As a tenant, you are expected to return the property in substantially the same condition and level of cleanliness it was at the beginning of the tenancy, allowing for fair wear and tear. You cannot be made to improve the property beyond the condition in which it was delivered.

When vacating the property at the end of your lease, your Property Manager will inspect the property against the entry condition report for any repairs, maintenance or damage during the tenancy. We'll give you more information about this later.

How do you fill it out?

The entry condition reports are now done digitally. To complete the report, you will need to follow the prompts given by Inspection Express, this can be completed on your smartphone or tablet (with internet access) and will allow you to take pictures and add extra information. If you would like a paper copy, this can be downloaded and printed.

Your tenancy.

General renting rules.

- Pay your rent in advance and on time
- Keep the property clean, tidy and undamaged
- Keep to the terms of your tenancy agreement
- Respect your neighbors' right to peace and quiet
- Maintain garden, lawn, hedges and weeds control (unless otherwise stated in the agreement)
- If you are renting a unit, please refer to the body corporate by-laws for further requirements

For further rules, please see our tenant charter.

Rent arrears.

We understand that sometimes there are unforeseen circumstances which can result in rent not being paid on time. If your rental payments are going to be delayed, please contact our office and have a chat with us.

It is important that all our tenants are aware of the process involved for rent arrears.

Days in arrears	Action taken
3 days	Tenant will be contacted via email. A reminder SMS will be sent daily until the rent is up to date.
7 days	Tenant will be issued an email after 7 days to remedy the breach.
8 days	Tenant will be issued notice to remedy via email and post and owner will be informed.
10 days	Tenant will be issued an email after 10 days to remedy the breach and owner will be informed.
15 days	Tenant will be issued with a Notice of Termination with 14 days notice to vacate. Tenants will be expected to have paid all arrears by the expiry date and depending on the agreement reached with the owner, either continue with the tenancy or have vacated the property. Please be advised that ACAT application can also be lodged if arrears is not paid within given time frame.

Routine Inspections.

Routine inspections are carried out to ensure the property is well cared for by the tenant and to check if there are any repair, maintenance or health and safety issues.

We will inspect the property three months after you move in, and then every six months after. We will send all the details 14 days before the inspection via email. We also send a reminder SMS three days prior and the final day before each inspection.

Please be advised that owner may visit as well.

Keys.

If you lock yourself out or the keys or remotes are lost, stolen, or damaged you will be responsible for the cost of gaining access and replacement lock and keys.

You may contact a locksmith directly to arrange works at your own cost and must notify your PM that locks have been changed. HomeGround can arrange for a locksmith to attend your property but please note any costs associated will result in a tenant charge. After-hours emergency maintenance will incur additional costs.

Parking.

Please park your vehicles in the designated parking spots. Don't park on the grass, footpaths, or any common areas.

If any damage happens because of parking (like oil stains), it's up to you, as the tenant to take care of it.

Pools.

If your rental property includes a swimming pool, you are responsible for everyday maintenance and upkeep, unless otherwise agreed upon.

Do not set up a new pool without written permission from the owner via HomeGround. If you do get approval, make sure the pool meets all the legal requirements.

It's a good idea to check with your local council or government authority for more info. *This does not apply to small inflatable pools.*

Water Bills.

If the property is metered, you are responsible for all water consumption/usage. Water charges will be invoiced to you accordingly.

NOTE: Please make a separate payment using the same reference to the account where your rent is paid.

Smoke Alarms.

The property will have smoke alarms installed in accordance with the legislation. As the tenant, it is your responsibility to maintain smoke alarms. Conduct regular tests, change batteries (if required), and keep them clean and dust free to ensure they are in good working order.

You should not deactivate a smoke alarm or interfere with its operation in any way. If you identify a fault, or the smoke alarm is not working, notify your Property Manager immediately.

Renters Insurance.

Renters insurance provides financial protection against the cost of repairing or replacing personal belongings kept in the property should an event covered by your policy occur. By obtaining renters insurance, you can ensure the repair or replacement of your possessions (up to your policy's limits) if they are damaged, lost, or destroyed.

Contents insurance can include:

- Fire and/or storm damage
- Theft
- Floods (sometimes offered as an optional extra)
- Debris removal and temporary accommodation
- Legal liability cover

While we are unable to recommend any insurance provider, we do recommend reading the Product Disclosure Statement (PDS) of any policy prior to purchase.

Break In or Vandalism.

If the property is damaged from vandalism or a break-in, you must report the incident to the police and obtain a Police Report Number. You must also report any damage, as soon as possible, to your tenancy officer and provide the Police Report Number.

If you do not report the damage, you may be liable for the cost of any repairs when moving out.

Mould.

What is Mould?

Mould is a furry growth of tiny fungi. Mould can occur over time due to a build up of condensation, lack of ventilation or following a water leak if the dampness is not fixed promptly.

Most minor occurrences can be resolved easily when promptly treated, such as fixing the cause of the mould and not allowing the spores to grow or multiply.

How can you prevent mould in your home?

Tenants have an obligation to act reasonably and promptly to ensure you prevent or mitigate the existence of circumstances that are conducive to mould growth and/or spread.

Maintain proper ventilation

- Use exhausts fans in the kitchen when cooking.
- Ensure there is adequate ventilation such as exhaust fans or circulation of fresh air through windows in wet areas such as bathrooms and laundries.
- Move furniture items away from walls to allow for air flow and avoid storing large amounts of documents in low ventilated areas (i.e. sheds, garage, basements).

Reduce Humidity

- Avoid growing a large number of indoor plants without removing the humidity they produce.
- Limit the use of unflued gas heater.

Control moisture/dampness

- Regularly clean and dry surfaces to remove condensation or moisture.
- Ensure soft and porous furnishings are completely dried if they get damp.
- Report any plumbing or water leaks as soon as possible.
- Proactive use of dehumidifiers or air conditioners in dehumidify mode in times of protracted wet weather.

Control moisture/dampness

- Report any plumbing or water leaks as soon as possible.

How can you remove mould from your home?

For the routine cleanup of mouldy surfaces, use a mild detergent or vinegar diluted in a water solution (4 parts vinegar to 1 part water).

If the mould is not readily removed and the item cannot be discarded, use a diluted bleach solution (250ml of bleach in 4 litres of water) to clean the surface.

Ensure the surface is dried completely once cleaned. Absorbent materials, such as carpet may need to be professionally cleaned or replaced if they are contaminated with mould. The use of a standard vacuum cleaner is discouraged as it may spread mould spores.

Pest Control.

The day-to-day control of household pests (cockroaches, spiders, ants etc) is your responsibility. This includes general pest sprays.

If you identify a significant pest infestation within six weeks of moving into the property, please raise this with your agent. Note: The presence of a small number of household pests is not regarded as an infestation.

If a local government authority determines a plague movement resulting in a pest infestation.

The removal of snakes, wasps, bees, possums or dead animals from outside the property is an occupant responsibility.

Preventing termite damage to the property

If you detect termite activity at your property, notify your agent immediately.

Your responsibilities include:

- cleaning gutters regularly,
- removing mulch, debris, and firewood away from the property,
- trimming trees, bushes and other dense vegetation against the property,
- removing dead trees or timber from the yard,
- preventing moisture build-up by repairing leaky taps and water lines, and
- ensuring timber, cardboard or paper is not left on the ground.

Gutters.

We recommend cleaning your gutters at least twice a year, ideally in late spring and early autumn, to remove collected debris. However more frequent cleaning may be needed if you have trees nearby that shed leaves or needles.

To clean gutters, use a gutter scoop, brush, or hose to remove leaves, twigs, and other debris from the gutters and downspouts. It is also a good idea to check for any signs of leaks or clogs, especially after heavy rain or storms.

Break Lease.

A fixed term tenancy agreement ends when the end date has been reached, and the correct notice has been given. In the event you cannot continue to the lease end date, you will need to provide minimum three week's (21 days) notice in writing to the agent.

There is a break fee clause in your tenancy agreement. The break fee is a penalty you agree to pay if you move out before the end of the fixed term. These can vary by state and territory, please see below for your location.

New South Wales

If the fixed term of the agreement is for three years or less the break fee is:

- 4-weeks rent if less than 25% of the lease had expired
- 3-weeks rent if 25% or more but less than 50% of the lease had expired
- 2-weeks rent if 50% or more but less than 75% of the lease had expired
- 1-weeks rent if 75% or more of the lease had expired

Australian Capital Territory

Within a fixed tenancy its 6 weeks rent within the first half of the tenancy and 4 weeks rent thereafter.

Change of shared tenancy.

If there is a change of circumstances to the number or identity of the people listed as residing in the property, there are a number of steps you will need to follow;

- You must notify our office of the change in circumstances in writing
- Application forms must be submitted for any new occupants
- Applications will be sent to the owner for approval
- Once approval has been granted, we can complete the relevant change of shared bond/lease forms

IMPORTANT: This is only applicable if one of the original lease holders remains in the property. If no original lease holder intends to remain in the property, it is considered a break lease situation.

Notice of intention to vacate.

To end your tenancy, you can submit a [notice to vacate form](#) on our website or by giving written notice to your Property Manager. The standard notice period is three weeks, but it may vary depending on the situation. You can give notice anytime, and it doesn't have to match up with your rent payment cycle. Your Property Manager will then provide you with a payment amount that will take you up to the day in which you will vacate.

The notice to vacate must include:

- the address of the property
- details of the reason(s) for issuing the notice
- the date you intend to vacate the property and return the property keys
- a statement that the tenancy will end on that date

Note: please be advised that if the keys are not returned on vacate date, rent will be charged until the keys are returned.

Fair wear-and-tear.

We recognise that over time some deterioration will occur due to normal use of the property and ageing. This is called 'fair wear-and-tear'.

Non-fair wear-and-tear

Any damage caused through mistreatment or neglect, including pet damage, is considered non-fair wear-and-tear and is your responsibility to repair.

If damage has occurred to the property, your Property Manager can discuss with you how the repairs will be undertaken, the cost of the repairs, and the means of payment.

If you arrange or carry out any work on the property, it must be to a professional standard. Repairs that are not rectified to a professional standard will be identified as a tenant charge.



Vacating the property.

Before leaving a rental property, you should:

- Remove all your items.
- Contact the utilities companies and disconnect all services in your name.
- Update your mailing address with any organisation that sends you mail. Alternatively, you may request a mail redirection through [Australia Post](#).
Note: This can take 2-weeks to activate.
- End of lease cleaning is highly recommended by a professional, if you involve these provide a copy of the invoice.
- All carpeted areas must be steam cleaned, please provide a copy of the receipt.
- Return all the keys at the final inspection.
- Provide the Agency a forwarding address.

Your Property Manager will send a vacating checklist upon receiving a notice to vacate to help you through the process.

Final inspection and condition report.

The Property Manager will conduct an exit inspection once the keys are returned (within two business days). The purpose of the final inspection is to check the property against the ingoing condition report signed when you moved in. The property should be in the same state of cleanliness and repair as at the beginning of the lease, noting that minor wear and tear is accepted.

A copy of this exit inspection will be sent to the tenants once completed. Tenants should check the outgoing condition report before signing it. If you are responsible for damage to the property, the Property Manager will notify you of items needing to be amended and you must either:

- fix the damage, or;
- pay the cost of having it fixed – this can be agreed to be deducted from the bond where possible

Any agreement about fixing damage to the property should be recorded in writing.

Please note owner can be present for exit inspection.

Releasing the bond.

Once the tenancy ends, you or the owner can make a request for a bond refund from the ACT Revenue Office.

HomeGround can on behalf of the owner, claim deductions from the bond for:

- damage to the property caused by the tenant
- replacing keys or changing locks if the tenant fails to return all sets of keys
- any rent owing

If a owner requests to make a claim on the bond, they must complete and sign a bond release application. The application must contain both:

- a written statement of the reasons for the deduction
- a written estimate of the cost of repairs or restoration.

for more information about bonds, click [here](#).

In the event that we are claiming repairs from the bond, the Property Manager or the owner must provide proof/invoices/quotes of said repairs.

Maintenance & Emergency repairs.

For all general repairs and maintenance, we require a written request to our agency. This can be done via the [maintenance request form](#) on our website or via email enquiries@homegroundcanberra.com.au. When requesting assistance we ask that you provide as much detail as possible, including photos. Additionally, we will need authorisation to access the property for the repairs to be done.

Note: If a tenant should attempt to force the lessor/agent to undertake repairs by stopping their rental payments, it may be seen as a breach of the tenancy agreement. As a result, this may result in a Notice of Termination being served.

In the event of an emergency repair, please follow the below steps:

1. Notify your Property Manager immediately
2. If your Property Manager is unavailable, contact the office on 1300 208 888
3. If the office is unavailable, contact the emergency maintenance line on 1300 537 773

NOTE: If the repair is not considered an emergency repair or is found to be caused by negligence, the tenant will be responsible for payment of services.

Routine maintenance.

What is routine maintenance?

Routine maintenance is any issue that does not pose an immediate health, safety or security risk to the occupants or property.

Requesting routine maintenance

Routine maintenance requests should be raised by email to your agent.

Expected Timeframe

Routine maintenance will generally be completed within 28 days

Some routine maintenance items may be prioritised for earlier attendance, for example, where a minor issue is likely to worsen if not repaired.

Emergency maintenance.

What is emergency maintenance?

An issue that poses any immediate health, safety or security risks to occupants or the property.

Requesting emergency maintenance

Contact your Agent immediately.

Expected timeframe

A contractor will contact you within four hours of reporting the issue and attend the property within 24 hours.

Emergency maintenance can include:

- gas leaks
- burst water pipe, serious water service leak or no water
- serious flooding or serious flood damage
- serious roof leak
- sewer blockage
- dangerous electrical fault or no power
- serious storm, fire, or impact damage
- failure or breakdown of the hot water service
- fault or damage that results in the premises being unsafe or insecure (including smoke alarms)
- loss of all toilet facilities
- loss of all air-conditioning or all heating

Please note emergency maintenance may not be applicable in some situations such as:

- heaters when it is not unseasonably cold
- air conditioning when it is not unseasonably hot
- when there are multiple climate control units in one property and only one is not working - routine maintenance should be selected in this case

Garden maintenance.

As a tenant, you'll need to take care of the lawns, hedges, garden beds (if there are any), and keep the weeds in check. Unless otherwise agreed upon in writing by the OW.

Trouble Shooting: Hot water systems.

In the case of the hot water system failing, please check the below troubleshooting.

No Hot Water

- Check the Power Supply: Ensure the circuit breaker hasn't tripped.
- Reset the Water Heater: Press the reset button, usually located on the thermostat.
- Inspect Heating Elements: For electric heaters, check if the heating elements are functioning.

Inadequate Hot Water

- Adjust Thermostat: Ensure it's set to the desired temperature (typically around 49°C).

Trouble Shooting: Lights and Power.

- Has the power box tripped the safety switch or blown a fuse?
- If the safety switch has been tripped, reset. If it trips again you will need to unplug all appliances from the power points. Reset the switch and re-plug each of the items one at a time to identify what is causing the problem.

Changing the light bulb is the responsibility of the tenant, if the electrician is called out for changing the light bulb tenant will be responsible for the call out fee and any additional charges.

NOTE: If an electrician comes out and finds that a faulty appliance is the issue, you'll be responsible for the call-out fee.

Trouble Shooting: Air Conditioning.

- Has the power box tripped the safety switch or blown a fuse?
- When was the filter last cleaned? As a general rule, this should be cleaned every three months. If you are using the unit daily, it may require more frequent cleans.

Congratulations, you got through the booklet!

Reminder, that should you have any questions or concerns throughout the tenancy, please do not hesitate to contact the office and one of our team members will be able to assist. For now, we hope you can sit back, enjoy a cuppa and start to settle into your new home.

