

Tenant Handbook



Welcome to Your New Home

Welcome to our community! At Drummond Property Management, we strive to create a comfortable and enjoyable living environment for all our tenants.

This handbook has been designed to provide you with essential information about your new home, our policies, and the services available to you.

Our goal is to ensure your experience is smooth and enjoyable. If you have any questions or need assistance, please don't hesitate to reach out to our property management team. We are here to help!

Thank you for choosing us, and we wish you many happy moments in your new home.



Our Story



We have a philosophy of ensuring all our clients experience the highest standard of ethics, client care and personalised service. We pride ourselves on conducting business with integrity, honesty and transparency.

With a great history in the Albury Wodonga district. Drummond Real Estate has been helping local families, individuals and investors buy and sell in the community since 1977. A business doesn't survive and thrive for 40+ years by chance. From the moment you speak to the receptionist or any one of the team members you start to feel a difference. A feeling of care, understanding, direction and knowledge. These feelings underpin what the Drummond story is all about. With Cliff & Peter Drummond opening the first office in 1977 in Wodonga and a move to the iconic Californian Bungalow office in Albury's City Centre in 1993. The team have now been operating for 28 years out of Drummond HQ. Fast forward to 2021.

Peter Drummond after 44 years at the helm was proud to retire and sell the business to Josh Kibble & Rion Kirwin long term employees who took on directorship of the company from the beginning of 2021. With a wonderful established team of local people around them the excitement is real and the vision looks incredibly bright. As we fast forward to 2023, we look to commence our property management department with Kaly Smith at the helm. With over 13 years experience in the industry, and multiple awards for marketing and property management, you can be assured your biggest asset will be well catered for. We look forward to continuing the great traditions of Drummond Real Estate with care and diligence.

Our Expectations

At Drummond Property Management, we believe in fostering a respectful and cooperative living environment. Here's what we expect from our tenants:

1. Respect for Property

- Treat the rental property as if it were your own home. This includes keeping it clean, maintaining the garden (if applicable), and taking care of appliances and fixtures.

2. Timely Payments

- Rent is due on the specified date. We expect timely payments. If you anticipate any issues with payment, please communicate with us as soon as possible.

3. Open Communication

- We encourage open and honest communication. If you have questions, concerns, or maintenance requests, reach out to us promptly via email. We are here to help!

4. Maintenance and Repairs

- Report any maintenance issues or repairs needed as soon as they arise. Timely reporting helps us address problems quickly and maintain a comfortable living environment.

5. Adherence to Lease Agreement

- Follow the terms outlined in your lease agreement, including rules regarding pets, noise levels, and other community standards. This ensures a harmonious living experience for all residents.

6. Community Etiquette

- Be considerate of your neighbours. Respect shared spaces, keep noise levels down, and dispose of waste properly to contribute to a pleasant community atmosphere.

7. Notice for Moving Out

- If you plan to move out, please provide the required notice as stated in your lease agreement. This allows us to prepare for new tenants and ensures a smooth transition.

We are dedicated to providing you with a positive rental experience. Our team is here to assist you and ensure that your living environment is safe, comfortable, and enjoyable.

Maintenance Process

We encourage all maintenance to be reported as soon as possible.

Maintenance matters are carried out in accordance with your owners' instructions throughout the tenancy.

We only engage tradespeople who meet our high standards. They must be licensed, and they must have public liability insurance cover to protect you.

All maintenance work carried out on the property is guaranteed. If at any time, we are not satisfied with the quality of the workmanship, we will instruct the tradesperson to rectify the problem immediately.

Important:

1 *Submitting Maintenance*

Please provide all maintenance in writing through your Property Me Tenant Portal or your TAPI QR code provided to you at the property.

2 *Urgent Maintenance*

We will only accept urgent maintenance via a phone call.

3 *Maintenance Caused by Tenant*

Any maintenance that is the fault or damage caused by you as the tenant, the invoice will be forwarded to you for payment.

4 *Afterhours Maintenance*

Urgent afterhours maintenance numbers can be viewed in your lease. Any item that is not deemed urgent, where you have made contact with a tradesman, you may be charged for the call our fee for after hours.

Rental Payments

Rental Expectations

Unfortunately, more and more tenants are not paying their rent, even after passing the most careful tenant selection. We do have strict rental arrears procedures in place, should you as the tenant fall behind in your rent.

- 1-3 days late - SMS reminder and email
- 4-7 days late - phone call, SMS and warning letter (owner notified)
- 8-12 days late - door knock, phone call, email, second warning letter (owner notified)
- 14 days plus - termination is served



Communication is key

We understand life can be unpredictable and we encourage you to communicate with us if you are unable to make full payment and need to make other arrangements.

- Ensure rent is paid on time and in advance as per your tenancy requirements
- Please review your receipts that are emailed to you to ensure you are aware of your paid to dates or any discrepancies

Other Important Items

1 Entry Condition Report

The entry condition report is quite extensive and detailed, and becomes a very important piece to the tenancy puzzle. Our reports can range from 200-600 pages long that includes full detailed descriptions on all fixtures, walls, floors, curtains etc; plus photos that match. It is important that you read through and complete the report once received via email. This will form part of the exit process when you vacate. You will have 7 days to complete this report.

2 Routine Inspections

As part our management services to your owner, we will conduct routine inspections every four months (NSW) and every six months (VIC). The inspections times will be sent to you via email with at least 2-4 weeks' notice. We do encourage for you to make this time accessible for our team as we have many to complete and it does make it difficult to change dates/times. Throughout the inspection we are taking photos and notes of condition, presentation, and any maintenance items. Please note, owners are invited to all inspections either in person or via video.

3 Changes throughout your tenancy

If at anytime you have questions or need to make changes to your tenancy, please ensure you contact our team as soon as possible.

4 Insurance

We encourage tenants to obtain their own contents insurance that covers theft, fire etc. Landlord insurance doesn't cover tenants belongings.

Our Team



Kaly Smith

Director/Leading Investment Manager

Kaly Smith, a seasoned real estate professional with 14 years of experience, juggles her career with raising three children. Outside of work, she's passionate about sports and the outdoors, coaching netball and embarking on adventures with her family in her spare time.



Bethany Armstrong

Investment Manager Assistant

Bethany, known to most as Beth, brings a bubbly and professional attitude to the team at Drummond real estate. With a successful career of 8 years in hospitality, Beth has enhanced her skills in communication, problem solving and her attention to detail. Beth ensures a positive experience for every individual she works with. Outside of work you'll find Beth spending quality time with her loved ones and catching up with friends.



Kayla Hosie

Investment Manager Assistant

Kayla, brings her passion for all things marketing to the team, thriving with her attention to detail and creative flair. She supports in all things admin, including marketing initiatives and collaborates closely with Kaly to drive success. Outside of work, Kayla enjoys a sports lifestyle, including basketball, netball, horse riding and snowboarding.

Contact

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PROPERTY MANAGEMENT