

## Instructions to the Managing Agent

The following information is required to assist us in providing you with a management service that is tailored to your specific requirements.

### Rental property

#### Address

--

#### Owners Full Names

	ACN No. <sup>1</sup>

#### Postal Address

--

#### Contact Information

(H)	(B)	Ext.
(Fax)	(Holiday)	
(Mob)	(E-Mail)	

#### Solicitor

Name
------

#### Accountant

Name
------

#### Emergency Contact

Name	
(H)	(B)

Note: A contact **other than the owners** of the rental property is required as an alternative source of instruction in the event of an emergency.

#### Banking

Bank	Branch
BSB No. (6 digits)	Account No.
Account Name	

#### Statement Instructions

Monthly rental statements are prepared and sent to the postal address nominated. Statements are sent after the funds are cleared.  
 Alternatively, if you would prefer to receive your statement on a specific day of the month, please nominate the day.

We also have the facility to be able to send duplicate statements. Please advise the details of your solicitor, accountant, etc if you wish to take advantage of this service.

Name
Address

<sup>1</sup> If the rental property is owned by a company, the ACN No. must be provided as it is required by VCAT on all documentation

**Disbursements**

IPM is able to make the following disbursements on your behalf. Please select those disbursements that you would like IPM to pay including the details of the provider.

			<b>Provider</b>
Municipal Rates	<input type="checkbox"/> Yes	<input type="checkbox"/> No	_____
Water Rates	<input type="checkbox"/> Yes	<input type="checkbox"/> No	_____
Insurance	<input type="checkbox"/> Yes	<input type="checkbox"/> No	_____
Body Corporate	<input type="checkbox"/> Yes	<input type="checkbox"/> No	_____
Pool/Garden Maintenance	<input type="checkbox"/> Yes	<input type="checkbox"/> No	_____

**Note:** We recommend that you advise these relevant authorities in writing that Interface Property Management is your appointed Property Managers and that all accounts should be forwarded directly to us. (Please supply us with a copy of your letter for our records).

If there are any other payments you wish us to make on your behalf, please advise us accordingly.


**Body Corporate Manager**

Body Corporate Name	Management Company
Plan No.	Manager/Contact
(B)	Address
(F)	

**Note:** If the Body Corporate has amended the Standard Rules, a copy of those rules must be provided to the tenant in accordance with the provisions of the Subdivision Act. If this is the case, please provide us with a copy so that we may pass it onto the tenant.

**Insurance**

Building Policy No:	
Insurer	(B)
Contents Policy No:	
Insurer	(B)
Public Liability Policy No:	
Insurer	(B)
Tenanted Property Policy No:	
Insurer	(B)

**Note:** Interface Property Management requires that all owners have adequate building and public liability insurance and that the level of cover is reviewed annually. If you require assistance arranging insurance, please contact IPM on 03 9500 2088

**Repairs and Maintenance**

It is a requirement of the *Residential Tenancies Act 1997* that all tenants are provided with a statement detailing whether or not the agent can carry out urgent repairs on behalf of the landlord and if so, up to what amount. The monetary limit for urgent repairs that can now be directly organised by the tenant has been increased to **\$1000.00**

The amount that we can authorise on your behalf in the event of

**\$1,000.00**

**Urgent** repairs being required for your property:

**\$ 300.00**

Please carry out non-urgent repairs (without reference to me)

To the maximum amount of:

*(If you do not wish to authorise either of these amounts, please advise)*

We will always attempt to contact you in the event of any repairs that are required to the property. However, in the case of an urgent repair when you cannot be contacted, we will arrange for the work to be carried out by one of our team of qualified tradespeople.

We prefer to use our professionally courteous tradespeople. If you have your own preferred tradespeople, please provide the following information:-

Trade	Name	Telephone & Fax. Nos.
Electrical		
Plumbing		
General		

**Re-Leasing**

Do you authorise IPM Property to perform the following functions relating to re-letting your property?

Re-let the property when the property becomes vacant?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Renegotiate another lease with the tenant when the initial tenancy agreement expires?	<input type="checkbox"/> Yes <input type="checkbox"/> No

After seeking your approval, IPM will sign the Tenancy Agreements on your behalf. IPM Property will not renew leases when they expire without your specific instruction

**VCAT Costs**

The following costs are incurred in association with making application to the VCAT and terminating tenancies in accordance with the provisions of *the Residential Tenancies Act* :-

Application Fee for a hearing (Stamp Duty Charge)	\$ 35.00
Serving Notices upon a tenant by registered post	\$ 5.00
Preparation for, and attendance at VCAT hearings	\$ 85.00
Preparation for, and obtaining a Warrant of Possession (Government Fee)	\$ 70.00

**Special Conditions**

Do you want to allow tenants to keep pets at your property?  Yes  No

If yes, please state any restrictions \_\_\_\_\_

**Additional Instructions**

<b>Signed</b>	<b>Dated</b>