



# Leasing with the team at Janice Dunn Estate Agents

Janice **Dunn**  
  
Estate Agents





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# Why Lease with Janice Dunn Estate Agents?

## Boutique Agency

As an independent, boutique agency, our team are able to quickly adjust to changes in the local market, State Legislation and best practice.

## Our Clients Love Us!

Feedback from clients is that we are “not your typical real estate agents” – and we are bringing this same attitude to our rentals department. Our Rental Providers and Renters are more than just a number to us – and we will take care of your property like our own.

## Communication, Transparency & Personalised Service

We pride ourselves on our open communication with clients, attending to all queries and concerns in a timely manner. Being a small team, you will always know who your property manager is - to us, you are more than just a property.

## Maintenance & Repairs

Our team will identify areas for improvement, take preventative measures to avoid serious damage and act fast when repairs are required ensuring the property and Renters are safe. All maintenance requests are handled professionally and promptly - we only engage qualified, licenced and insured tradespeople.

## Arrears

We have a zero tolerance policy for arrears, and are proactive in our communications with Renters to avoid late or missed payments.

## Attention to Detail

Janice is meticulous with her attention to detail, ensuring every detail is noticed when reporting to you.





# Meet the Team



Janice is the Director at Janice Dunn Estate Agents and loves all things real estate. With an unrivalled knowledge of Frankston South and Mount Eliza, Janice is at the forefront of the real estate market here.

“It’s about knowing the neighbourhood, being part of the community and understanding what makes it tick” says Janice. “Where are the best schools, what shops to go to and where are the best hairdressers, why it’s such a great place to move into or

invest and most importantly - what’s the best way to walk to the beach!”

Dedicated and knowledgeable, Janice has a firm commitment to providing you an exceptional service experience that goes above and beyond your expectations every time. As a proven outstanding performer with more than 8 years of awards under her belt, Janice’s combined dedication, empathy, commitment and expertise have ensured that no matter what goals are put before her that she takes pride in exceeding them. As a local business owner who is passionate about the local market, Janice always goes the extra mile to help ensure you achieve your real estate goals.



Anne’s enthusiasm is infectious, her customer service is spot on, and once you meet her she will make a lasting impression. Married with 2 sons and 2 dogs, Anne is well travelled and moved to Australia to marry in 2014 bringing with her a wealth of knowledge, a love for languages, learning and culture, and able to speak several languages having called Germany, France and England her second home.

A Qualified teacher in a previous life, specializing in Language and Religion, Anne is skilled in communication and able to relate with all nationalities, demographics and family situations.

With over 10 years of sales experience, Anne is the perfect Real Estate Agent to represent you when it’s time for your next move!

In her free time Anne loves baking boutique dog treats for her small business, The-BarkingTreat. A word from Anne ...”It is my highest priority to make your experience as positive as can be whether you are thinking of selling, buying or renting”.

## Letting Services

- Provide an estimate of potential rental income
- Advise of action which needs to be taken for the Property to comply with Rental Minimum Standards
- Arrange for contractors to upgrade the Property to Rental Minimum Standards
- Advise of safety related activities to be completed before the Property can be occupied
- Arrange for contractors to carry out the Safety Related Activities
- Provide marketing/advertising recommendations
- Recommend ways to maximise the property's appeal to prospective renters
- Arrange preparation/display of "For Lease" boards/advertising, including websites (realestate.com.au, janicedunn.com.au, rent.com.au)
- Promote property to agent's database for prospective renters
- Promote property in our office window
- Provide regular reports on prospective renter interest
- Conduct property inspections with prospective renters
- Check prospective renters' applications including renter database checks
- Submit renter offers and recommendations
- Prepare property condition reports at start of the lease
- Take pictures/or video of the property and include with condition report together with a sketch indicating the location of smoke alarms within the residence
- Prepare lease and arrange signing by Rental Property Provider/Agent and Renter
- Collect first rent payment and collect and lodge the bond
- Store evidence that the Property complies with the Rental Minimum Standards and prescribed Safety Related Activities

## Management Services

- Monitor, collect and account for rent
- Carry out periodic visual property inspections to assess the condition of the property and the Renter's compliance with the Act and Rental Agreement
- Provide written reports following periodic inspections
- Arrange (as your agent) for an appropriate contractor to carry out periodic electrical, gas and smoke alarm safety inspections as prescribed in the Act and Regulations



- Arrange (as your agent) for an appropriate contractor to carry out periodic swimming pool and spa safety barrier checks as prescribed in the Act and Regulations (if applicable)
- Obtain the client's authorisation for expenditure on prescribed Safety Related Activities, and expenditure on repairs and maintenance
- Investigate and resolve requests from renter for repairs to the property
- Notify client of breaches involving non-payment of rent, significant property damage or accidents at the property.
- Prepare and serve Residential Tenancies Act notices
- Represent the client at VCAT hearings, including preparation
- Engage (as your agent) professional property services providers and tradespeople.
- Monitor lease expiries and advise current rental trends
- Advise the client if the renter gives notice of intention to vacate
- Conduct rent reviews and report
- Liaise with renters to arrange prospective renter inspections
- Conduct final inspections at rental agreement end including condition report and report to client
- Arrange for rectification of matters identified in the final inspection
- Assess abandoned goods and arrange for their disposal, or where necessary their storage or sale.

## Management Accounting Services

- Prepare monthly statement of rent collected and outgoings paid
- Payment of utilities/rates/land tax/owners corporation fees, if requested
- Payment of valuers/architects/engineers/trades/contractors/professional invoices, if requested
- Prepare end of financial year reports

# Rental minimum standards guide

Under the new rental laws, rental providers (landlords) must ensure that their rental property meets certain minimum standards.

The minimum standards cover basic but important requirements relating to amenity, safety and privacy, and rental providers have a duty to ensure their property meets these standards.

The minimum standards only apply to rental agreements entered into on or after 29 March 2021.

What are the rental minimum standards?

All rental properties must comply with the rental minimum standards listed below.

There are 14 categories:

## Door locks

- All external entry doors to the rented premises which are not able to be secured with a functioning deadlock, other than any screen door attached to an external door, must at least be fitted with a locking device that:
  - is operated by a key from the outside and
  - may be locked from the inside with or without a key
- This does not apply to a front door that opens to common property (e.g. entrance to an apartment building)
- This does not apply if the property is a registered place and a request for a permit to comply with this standard has been refused under the Heritage Act 2017.

## Ventilation

- Rented premises must meet the ventilation standards in the Building Code of Australia.



## Vermin proof bins

- Must be supplied by local council and compliant with council regulations.

## Toilets

- Rented premises must contain a toilet in working order.
- It must be:
  - connected to an appropriate waste system
  - on a room or structure intended to be used as a toilet area.

## Bathroom facilities

- Must include:
  - reasonable hot and cold water supply
  - a wash basin, shower/bath
  - minimum 3 star rated shower heads.

## Kitchen facilities

- Must have:
  - a dedicated food preparation area
  - a sink with hot and cold water
  - a stovetop in good working order that has two or more burners.

If there is an oven, it must be in working order.

Note: these do not apply if the property is a registered place and a request for a permit to comply with this standard has been refused under the *Heritage Act 2017*.

## Laundry facilities

- If provided, must be connected to a reasonable amount of hot and cold water.

## Structural soundness

- Rented premises to be structurally sound and weatherproof.

## Mould and dampness

- Each room must be free from mould and damp caused by the building structure.

## Electrical safety

- Must have electrical safety switches installed from 29 March 2023.

## Window coverings

- From 29 March 2022:
  - all windows in bedrooms and the living area must have coverings that can block light and provide privacy.

## Windows

- External windows that can be opened must be able to be set in open/closed position
- The Act requires that locks are to be provided to secure all windows of the rented premises that are capable of having a lock. If the window is not capable of having a lock, it must have a latch to secure against external entry.

## Lighting

- Interior rooms and corridors must have appropriate access to light. It can be natural or artificial
- Any habitable rooms (such as a bedroom, living room or study) must have access to natural light and artificial light.

## Heating

- Phased approach to these reforms – being introduced over a 3 year period
- From 29 March 2021, a fixed heater in the main living area will be required for all rented premises including Class 1 properties (attached and detached houses) and Class 2 properties (multi-unit residential buildings)



- If a fixed heater in the main living area has not been installed, an energy-efficient heater (2 star minimum) must be installed
- From 29 March 2023, an energy-efficient fixed heater (minimum 2 star rated) in the main living area will be required for all rented premises
- If the rental property is in a class 2 building (apartment block) and it is not feasible to install an energy-efficient heater, (e.g. due to Owner's Corporation rules or excessive costs), then the energy efficiency requirement does not apply, but a fixed heater is still required.

## When will these standards begin to apply?

The minimum standards will be phased in and will only apply when a new residential rental agreement is entered into on or after 29 March 2021.

## What if the rental property doesn't meet the minimum standards?

If the rental property does not meet the minimum standards, the renter can end the rental agreement before they move in.

Renters can also request an urgent repair to make the rental property meet the minimum standards at any time after they move in.

source: <https://www.consumer.vic.gov.au/housing/renting/changes-to-renting-laws/resources-for-practitioners/fact-sheet-26-rental-minimum-standards>

Renters and residents must keep the property in a reasonably clean condition.

When moving out, renters and residents must leave the property:

- reasonably clean
- in the same condition as when they moved in taking into account fair wear and tear.

If you sign a rental agreement from 29 March 2021, there are extra requirements for professional cleaning. Rental providers cannot ask renters to get professional cleaning unless the property:

- was professionally cleaned before the renter moved in
- is in a state that requires professional cleaning.

**Professional cleaning** means engaging a person whose paid occupation is cleaning or a person who has special expertise or skills in cleaning.

**Cleaning to a professional standard** means cleaning to a standard that is higher than 'reasonably clean', although not necessarily performed by a professional cleaner or a person who has special expertise or skills in cleaning.

### **What is expected of reasonably clean premises?**

The following outlines examples of cleanliness that would be expected in premises which are 'reasonably clean':

- Cooking appliances including the oven, stove and range hood to be free of oil, grease, and food stains.
- Dishwasher to be clean, that is free from grease, grime, food scraps and any strong odours.
- Baths, showers, toilets, sinks and vanity units to be free from dirt/dust, stains, soap scum and mould caused by renter's failure to take care.
- Kitchen sink to be free from soap scum and food scraps.
- Mirrors to be free from dust, marks, and smears.
- Walls and skirting boards to be reasonably free of scuff marks, fingerprints, and dust.
- Floors to be washed and free from dirt, dust, and stains.



- Carpets free of pet hair, stains, and any strong odours (such as urine).
- Premises clear of personal belongings (at end of the rental agreement).
- Garden beds and lawns to be weeded and neat.
- Lawns to be mowed unless this is the specific responsibility of the Rental Provider.
- Windowsills free from dust and dirt.
- Windows, including the outside of any external ground floor windows, to be free from marks, smears, dust, and dirt.
- Curtains or blinds free from dust and stains.
- Cupboards emptied and free from dust and dirt.
- Heating ducts and exhaust fans to be clean and free of dust. Note, cleaning at heights may often be considered maintenance which is the responsibility of the Rental Provider. Renters are not expected to access ceiling fans where access may be dangerous.
- Rubbish removed and disposed of correctly.
- Shed or garage (where provided) to be kept neat, tidy and emptied at the end of the rental agreement.

source: <https://www.consumer.vic.gov.au/housing/renting/rent-bond-bills-and-condition-reports/condition-reports>



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