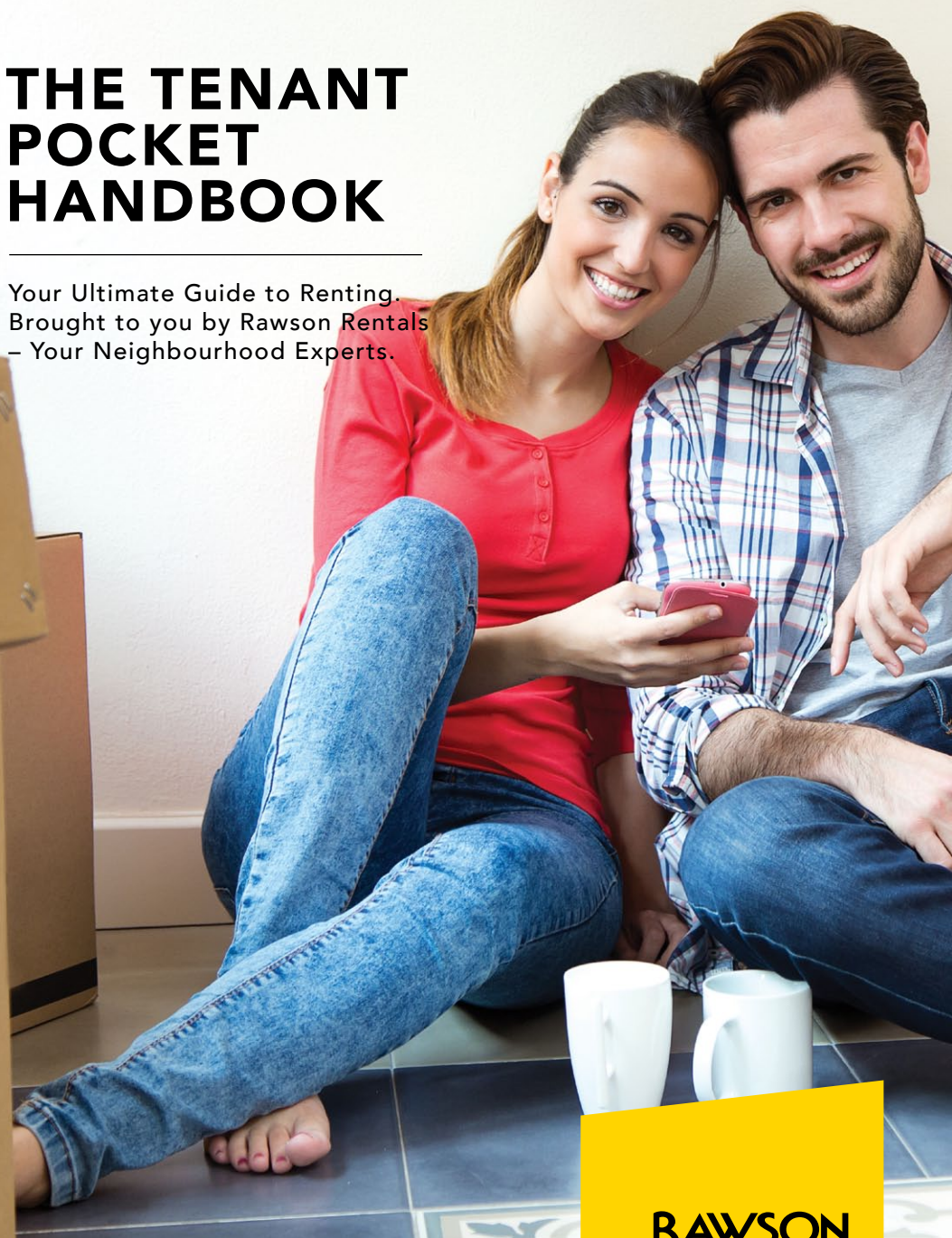


THE TENANT POCKET HANDBOOK

Your Ultimate Guide to Renting.
Brought to you by Rawson Rentals
– Your Neighbourhood Experts.



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YOUR NEIGHBOURHOOD EXPERTS

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CONTACT DETAILS



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HERE'S TO GOOD NEIGHBOURS

As your neighbourhood experts, we'll help you find the perfect home, with the right neighbours. They'll be the ones with the sugar when you've run out and the spare key when you're locked out. They'll be the ones to help you find your feet or even a beloved pet.



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HERE'S TO GOOD NEIGHBOURS

As your neighbourhood experts, we'll help you find the perfect home to rent. Then we'll stick by your side - like good neighbours should - ensuring you're equipped with all the essential information and resources you need to make your renting experience a pleasant one. Read through this handbook to make sure you understand the roles, rules and rights that apply to you as a tenant. Happy reading, and of course, happy renting.



*While this guide aims to be as useful as possible for a tenant, it does not replace legal advice or professional council. Always seek advice from appropriate sources such as the Rental Housing Information Office, Rental Tribunal or a lawyer if you are unsure about how the law applies to you.

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Section 1

WHAT ARE THE RESPONSIBILITIES OF A TENANT?



Renting a home should be a rewarding experience for you and your landlord. For any rental agreement to be successful, all parties involved need to know what their responsibilities are, and then commit to them. As the tenant, you will have the following responsibilities:

- You must pay the rent and services on time, as per the date, place and method agreed in the lease agreement.
- You will be required to pay a damages deposit and a services deposit. The damages deposit will be kept in a trust account and may be used to cover possible damage to the rental property, non-payment of rent or other charges which may constitute damages. If none of these occur, the damages deposit should be refunded in full plus interest, after the lease ends. The services deposit is held for any outstanding municipal accounts, which will be paid back to you once the last municipal account is received (this usually takes a month).

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WHAT ARE THE RESPONSIBILITIES OF A TENANT?



- You may only use the rental property for the purposes agreed in the lease agreement. If you agree that the property will only be used as your home, you cannot start running a business from it.
- You need to be present at the incoming inspection with the landlord or Rawson Rentals agent. This is done for two reasons. The first is so that consensus can be reached on what the landlord must fix before you move in. The second is to record any damage to the property. This is very important when it comes to getting back the deposit after the lease ends. Both the tenant and landlord (or Rawson Rentals) should sign a list of all damages and attach it to the lease. If, during the inspection, the landlord promises to fix something, this should be recorded in writing or, ideally, included in the lease. If a defect is not material, the landlord is not obligated to repair it. **Non-material** defects include minor scratches on painted walls. **Material** defects include a stove that does not work.
- You have an opportunity to, within 7 days of moving in, report in writing, any damages found to the property that were not included in the incoming inspection report (provided that the damage was not caused by you).
- You are not allowed to rent the property out to others without prior written consent from the landlord.

- You have to maintain the state of the property.
- You are not allowed to make changes to the property - such as knocking down walls, painting or renovating without first obtaining a written agreement from the landlord. Be aware though, that if the landlord consents, in writing, to any alterations, additions or improvements to the property, then ownership of such improvements vests with the landlord – without any compensation to you.
- You cannot drive any nails or screws into the walls or ceilings of the property without first obtaining written consent from the landlord. And if the landlord agrees, then make sure you restore the property before moving out (remove the nails, fill the holes and repaint the relevant sections of the wall)
- If you have a pet/s, you need to get written consent from the landlord to keep your pets on the premises. You are also required to adhere to any body corporate, home owners' association or housing complex rules and by-laws.
- Before vacating the property, you have to get the carpets professionally steam- or dry cleaned. If you fail to do so, the landlord and/or Rawson Rentals can instruct a professional person to do so at your cost.
- You are required to be present when the landlord or Rawson Rentals conduct the outgoing inspection - on the date as specified in the lease agreement. You must ensure that the property is vacant at the time of inspection.
- If you are not present at the outgoing inspection on termination of the lease, the landlord or Rawson Rentals will inspect the property within 7 days of termination of the lease in order to assess any damage or loss to the property sustained during the tenancy. The landlord is entitled to recover any damage and/or loss from you.



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Section 2

TENANTS OBLIGATIONS IN RESPECT OF MAINTENANCE AND REPAIRS



- You are obligated, at all times, to maintain the property and garden (if applicable), its contents and fixtures in the same condition as they were at the inception of the lease agreement and must return same to the landlord in this condition at the termination of lease, with the exception of fair wear and tear.
- Your liability includes, but is in no way limited to, the repair and replacement of any damaged door handles, locks, keys, glass, mirrors, burnt out light bulbs, blown light bulbs, missing light bulbs, window fasteners and water taps.
- You must take care of all the paintwork and fitted carpets and, with the exception of fair wear and tear, will be liable for the professional removal of stains and marks.
- You need to keep the property clean and tidy at all times (including keeping the gutters clean).
- You cannot knowingly or negligently cause or allow to



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be caused any obstruction or blockage to any sewerage pipe, water pipe, drains or other supply equipment and installations serving the property and must remove, at your own cost any obstruction or blockage which occurs in such pipes or drain as the result of your actions. Should you be responsible for obstruction and/or blockage, you will be required to, where necessary, repair or replace any sewer, pipe or drain by a professional, at your cost.

- If there is a swimming pool, you must keep the pool clean and properly administer chemical treatments timeously.
- Should the condition of the external walls, roof or any other structural parts of the property result in leakage or danger to you, your visitors or public, then it shall be your responsibility (and obligation) to timeously advise the landlord or Rawson Rentals of this condition in writing.
- In the event that the landlord does consent to animals being kept on the property, you are required to, on termination of the lease, have the property professionally fumigated immediately prior to the inspection date as stipulated in the Lease Agreement.



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Section 3

ACCESS TO THE PROPERTY



- You are required to allow the landlord or Rawson Rentals to inspect the property after reasonable notice, either verbally, in writing, or by sms, in order to make repairs and alterations as deemed necessary for the safety, preservation or improvement of the property both externally and internally.
- You are required to permit the landlord or Rawson Rentals access to the property with prospective purchasers or tenants at all times during the currency of the lease, with reasonable notice given to the tenant. In addition, you will be required to allow Rawson Rentals or the landlord to display "for sale", "sold", "to let" or "let by" signs on the property.
- In the event that the landlord or Rawson Rentals show the property to prospective tenants or buyers, you need to ensure that the property is clean and presentable.
- You will also be required to allow the landlord, Rawson Rentals or a nominated photographer to take photographs of the property for the purpose of marketing it to prospective tenants or buyers.

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Section 4

TENANTS CHECKLIST BEFORE OUTGOING INSPECTION:

Before moving out, the following needs to be taken care of:

- ☐ Wash all marks off the walls
- ☐ Remove all nails in the walls, fill holes and repaint wall
- ☐ Clean carpets professionally and hand receipt (as proof) to the landlord (or Rawson Rentals)
- ☐ Fumigate the property by a reputable fumigation company and hand receipt (as proof) to the landlord (or Rawson Rentals): *only applicable if pets were kept
- ☐ Clean shower walls/tiles and shower doors and ensure there is no mildew (also check the bathroom ceiling)
- ☐ Clean all toilets and basins
- ☐ Clean built-in bedroom cupboards
- ☐ Clean windows (including the window sills)
- ☐ Clean kitchen oven and hob properly
- ☐ Clean kitchen cupboards and drawers
- ☐ Clean tiled floors and ensure that all marks are removed (including the floor under the fridge, washing machine and dishwasher)
- ☐ Clean fireplace (if applicable)
- ☐ Clean curtain rails and hooks (hooks must remain on rail if they were present at the onset of the lease)
- ☐ Blinds (if applicable) must be in working order and cleaned
- ☐ Ensure that all the globes in the light fittings work, including outside spots/lights
- ☐ Ensure that all keys for the inside doors are in the doors or marked and shown to the Rental Agent at the Outgoing Inspection

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TENANTS CHECKLIST BEFORE OUTGOING INSPECTION:



- ☐ Ensure that all household refuse is removed off the premises (boxes, kitchen refuse)
- ☐ Ensure that the garden beds are free of weeds and tidy
- ☐ Ensure that the lawn has been mowed and all garden debris is removed off the property
- ☐ Ensure that all gutters are clear of debris
- ☐ Ensure that the pool is clean and the pool pump is working properly (if applicable)
- ☐ Ensure that all the pool equipment is in working order (if applicable)
- ☐ Make a note of the water meter reading with the Rental Agent at the Outgoing Inspection
- ☐ Ensure that the "Pay as you Go" electricity card is on top of the meter or hand it to the Rental Agent for safe keeping at the Outgoing Inspection
- ☐ Ensure that all remotes and keys that you received at the beginning of your lease are available for handover, and that remotes are in working order
- ☐ Ensure that the auto gate is working correctly

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HERE'S TO HAPPY RENTING



With over 30 years of experience in being the neighbourhood experts, we've overseen thousands of rentals. Here are our top tips to ensure you enjoy a smooth, successful renting experience.

1. LOOK AFTER IT LIKE YOU OWN IT

Without respect, a rental agreement just won't work. Although it's important for you to feel at home, always keep in mind that the property you rent is somebody else's precious possession. So treat it like you own it, look after it – and you'll be well on your way to a long, happy renting relationship!

2. SPEAK UP

Open, ongoing communication between all parties involved in the lease agreement is vital. So don't wait until you have a list of complaints and repairs as long as your arm, or until the very last minute to give notice.

3. BE A GREAT NEIGHBOUR

It's not just the property that needs a little respect – your new neighbourhood deserves it too. So try to be considerate to those who live around you. In our experience, great neighbours produce more great neighbours, until the whole neighbourhood is a better place. It starts with you.

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