



Renting with Buxton

If you're looking to rent, you'll discover that Buxton makes the whole process a lot easier.

Buxton offers a wide choice of quality rental properties at competitive rental rates, and our friendly and responsive property managers will deal with your application and any ongoing questions quickly and efficiently.

Getting started

When looking for a rental property, consider factors such as:

1. How much you wish to pay
2. Property type
3. how many bedrooms you require
4. Your preferred location

You can then begin looking for suitable rental properties by inputting your key criteria into the fields on our rental search page.

If you don't find your ideal property first up, you can register your requirements with Buxton **b > alert** and we will e-mail you newly listed rental properties that match your requirements - as soon as they become available.

Each rental property shown on this site includes details on how to inspect the property and make an application.

How to apply

Once you have physically inspected and selected a rental property that meets your requirements, you will need to lodge a written application.

This can be done in a number of ways...

- **Apply online** via the 1Form web site at 1form.com
- **Download and print an application form** from buxton.com.au and submit it to the relevant Buxton office in person, by mail or fax (for office details, including fax and phone numbers, go to contact us)
- **Collect an application form** from your nearest Buxton office, complete and submit it to the relevant office in person, or by mail or fax (for office details, including fax and phone numbers, go to contact us)

Please note that you must be over 18 years of age. Proof of your identity is required and it is the landlord who will make the final decision on the tenant for their property.

Selection process

Once your application has been received, it will be processed by the Buxton property management department, which will confirm the information you have provided.



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Your application, together with any others that might have been received for the property, will be referred to the owner.

You will be contacted by the relevant property manager and advised of the outcome.

Once approved

Once your application is approved, you will need to sign leases and provide the following payments.

Bond in the form of a bank cheque or money order made payable to The Residential Tenancies Bond Authority (RTBA)

The first month's rent in the form of a bank cheque or money order (payable to Buxton).

You will be provided with information concerning your rights and responsibilities, after-hours emergency maintenance procedures, a copy of the lease agreement, and general advice that will help you with your move.

If you would like help (at no extra charge) with the connection of utilities at the rental property, such as gas, electricity, telephone, water, broadband and pay TV, this can be arranged when you sign your lease, through our alliance with Fast Connect.

When you start your tenancy, you'll also be given keys, a rent card and a Condition Report that sets out the condition of the property. It is important that you check this report, make any appropriate amendments (if required), and return it to your property manager within three business days of commencing your tenancy.

This report will be referred to at the end of the tenancy to determine whether the condition of the property has been maintained. This will in turn have a bearing on the disbursement of the bond.

Maintenance

If you have a requirement for maintenance or a non-urgent repair, simply complete a maintenance request. Under the Residential Tenancies Act 1997, all maintenance requests **MUST** be provided in writing using this maintenance request form. You will then be contacted by a Buxton property manager or tradesperson to arrange for the work to be completed.

If your maintenance issue is urgent, please see the Urgent Repairs section of this fact sheet.

Utility connection via YourPorter

YourPorter offers a free service that helps take the hassle out of moving. In one simple step, the company can arrange connection of your phone, electricity, gas, water, broadband Internet and pay TV. For more information contact us or speak to your property manager.

Payment options

Your bond and first month's rent must be paid by either bank cheque or money order (the bond should be made payable to Residential Tenancies Bond Authority, and the first month's rent made payable to Buxton).

Rent is payable on a monthly basis (unless otherwise negotiated). A lease is a legally binding contract, and it's important that rent be paid in accordance with the terms outlined in the lease.

Rent can be paid in a number of ways. Your various payment options will be explained at the time of leasing.

Tenancy changes

As the tenant, it is your responsibility to advise your property manager of any changes in the tenancy (e.g. one of the occupants is moving out, or a new person is moving in).

Third-party tenancy advice

When you start your tenancy, Buxton will provide you with a booklet published by the Office of Fair



Trading and Business Affairs that clearly sets out your rights and responsibilities as a tenant. This booklet contains contact details of who to contact if you require further information about your tenancy rights and responsibilities. Excellent information for tenants and landlords is also available at consumer.vic.gov.au

Rent increases

Under the Residential Tenancies Act, rent can only be increased at six-monthly intervals, and the tenant must receive 60 days' notice of any increase.

Periodic inspections

From time to time, we will conduct routine inspections of the property. You will usually receive one week's notice and we value your cooperation.

Keys

If you change the locks, you must provide your property manager with a key. If you have any other key-related questions (e.g. lost keys), please speak to your property manager.

Insurance

We strongly recommend that you arrange adequate insurance to cover the contents of the property.

Lease periods

Most residential leases in Victoria are for 12-month terms. If you're after a shorter lease, it's best to contact us before making an application. It is important that you read the lease and all other documents very carefully before signing. Once you've signed the lease, it is legally binding. If you have any questions, please contact us.

Urgent repairs

Urgent repairs are serious problems affecting the safety or security of the rental property, or failure of any essential service or appliance.

If repairs are urgent, the tenant should first contact their Buxton property manager to fix the problem. If you cannot get a response (for example, if the emergency occurs outside business hours) you should refer to the emergency contact details provided by your property manager. If you can still not make contact, you are entitled to organise repairs, up to a maximum of \$1800.

You must then provide the landlord with 14 days' notice to refund the money. The types of urgent repairs you can organise to have fixed (if you are unable to reach your Buxton property manager or one of our listed tradespeople) include:

- a burst water service
- a blocked or broken toilet system
- a serious roof leak
- a gas leak
- a dangerous electrical fault
- serious storm or fire damage
- flooding or serious flood damage
- a failure or breakdown of any essential service or appliance provided by the landlord or agent for hot water, water, cooking, heating or laundering
- a failure or breakdown of the gas, electricity, or water supply
- any fault or damage in the premises that makes the premises unsafe or insecure
- an appliance, fitting or fixture which is not working properly and causes a substantial amount of water to be wasted.

If you have questions or require any more information, please contact your nearest Buxton to speak to a property manager.