



MATTERPROPERTY

RESIDENTIAL SALES | PROPERTY MANAGEMENT

Renter's Guide

All you need to know to help you get from applying for your rental home to moving in... And everything in between.



Things you need to do when looking for a new rental home

DO YOUR HOMEWORK

- Understand the market you want to rent in; websites like www.realestate.com.au offer fantastic resources to help you identify prices you may expect to pay for your new rental.
- Get out to the rental showings with the rental team to check out what's currently available to rent.

FIND YOUR PROPERTY

- Get online - most properties are listed online and this is the best way to look at the largest range of properties
- Get on social media - most towns have "Houses for sale and rent" pages that Real Estate Agents and private sellers will advertise on, and these can be a goldmine of new listing sources
- Make contact with agents - Letting an agent know what you are looking for is a great way to get advance notice of all the newest listings
- If possible, talk to your friends and acquaintances - People always know when their friends or neighbours are listing their home for rent.



What to look for in a property



Location

Do you need your home to be close to work or schools?

Do you like to exercise outdoors, and if so are there any parks or walking tracks/bikeways nearby?

Do you prefer a quiet street, or are you okay with a bit of traffic noise if you are closer to better facilities?



Suitability

Is the house suitable for the needs of your family; kids, pets, elderly or differently-abled family members?

Does the house have enough bedrooms and bathrooms?

Is there adequate parking/ garage space for the number of vehicles you have?



Features

Do you need a pool or a shed? Is it a deal breaker?

If you like to entertain or garden, is there sufficient space for this?

If you are looking to rent a unit, are there any body corporate rules that may impact your current lifestyle?

Renting timeline

How to get into your
rental home - Page 1

01

Decide upon the type of rental property you want to rent (house/unit/townhouse etc) and a budget you can afford.

02

Get online and register to view the rental properties available.

We use Inspect Real Estate which allows you to see and register for viewings online 24 hours a day.

03

Confirm your booking of the viewing via phone call or text as per the online instructions, and attend the viewing at the pre-arranged time.

04

If you decide you would like to apply for the rental property you have viewed you will need to return the fully completed application.

** If it is not fully completed the agency will be unable to continue to process your application.

05

Along with your application you will need to provide 100 points of ID including some form of government issued photo ID, and three recent payslips or a Centrelink statement if you are currently not working, and two recent rental references.

Renting timeline

How to get into your
rental home – Page 2

06

Once you have provided all this information the rental managers will send off requests for your rental references (x2).

** If you have only owned your own home, we will ask for proof of ownership, rates notices etc.

07

They will also run your details through the TICA database to make sure there are no outstanding issues from previous tenancies.

08

Once the above checks are complete (and this may take a few days) and if all comes back good, then the rental manager will contact the owner of the property to discuss your application, along with any others they have received for the property.

09

If you are the successful applicant for the property, the rental manager will call you and arrange for you to pay the bond (= 4 weeks rent), have the lease made ready for signing, and arrange a move in date and payment of your first two week's rent.

10

If you are an unsuccessful applicant, but are still deemed to have a good application, we will offer you the option for us to hold your application for a week or two in case you find a further property with us you wish to apply for.

GETTING ORGANISED

01

APPLYING

Have you organised 3 payslips/Centrelink statement?

Have you got 100 points of ID?

Passport/Drivers licence /18+_card= 50 each
(Must have government issued photo ID)

Bank cards/medicare cards = 10 each

** See the office for further options

Have you provided 2 rental references or

Have you provided proof of home ownership?

02

MOVING IN

If you are already renting, have you given your current landlord/property manager the correct amount of notice that your vacating?

Have you arranged connection of power and/or phone in your name for the start of your lease?

Have you arranged removalists etc?

Have you paid your bond and two weeks rent?

** Money must be in the trust account before we can give you keys

Have you completed and returned your entry condition report?

03

UTILITIES TO CONNECT

Electricity

(There is only one energy provider in Mt Isa)

ERGON - 131 046

Phone

Telstra - 132 000

Optus - 1300 555 241

Gas

Origin - 132 463

Bluezone - 1300 163 281

What to expect whilst renting 1

01

RENT

We ask that you stay two weeks in advance with your rent. If you are struggling to meet your rental payments, please contact the office as soon as possible so we can discuss the possibility of a payment plan with your owner.

02

MAINTENANCE

To report maintenance, you can email, call us or use the tenant app to notify us of anything that needs attention (Please don't wait until your routine inspection).

03

CHANGES TO THE PROPERTY

If there is anything you are wanting to do to the property; improvements, repairs or maintenance you MUST put your request to us in writing so we can seek your owner's permission first.

04

PETS

If you are wanting to obtain a pet for your family, we ask that you contact the office to obtain a pet application form so we can seek permission from your owner, prior to you getting your new pet.

05

INSPECTIONS

We will visit you every three months to do your routine inspection. During this inspection we take photos of the property and make notes of any maintenance needing to be done for your owner.

What to expect whilst renting 2

06

YARDS

If your rental property has its own yard (unless specified in your lease) you must keep the yards watered and mown, all plants cared for and weeds sprayed as per your entry condition report. If you notice any issues with your sprinkler system please let us know.

07

POOLS/SPAS

If your rental property has its own pool/spa (unless specified in the lease) you must keep this clean with all chemicals balanced, and water topped up at all times to prevent the filters/pumps being damaged.

08

LEASE RENEWALS

Approximately two months before the end of your current lease, we will contact you and your owner to see what yours and their plans are in regards to the renewal of your current lease.

09

NEW HOUSEMATES

If you are wanting to have another adult move into your property, they will need to complete a rental application so we can process and put this request to the owner; we note the owner is not obliged to accept a new person.

10

ENDING YOUR LEASE

At the end of your lease, you will need to give two weeks notice to the office, return all keys and ensure the property is returned to the state you rented it as per your entry report including all cleaning, yards, pool, and repair of any damages.

*We look forward
to looking after you in your rental!*

GIVE US A CALL IF YOU NEED US - 07 4743 5911



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