

TENANT GUIDE TO MAKE GOOD RELATIONSHIP WITH LANDLORD

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Abstract

Unless you took a college class on how to rent a house in Canberra (if only, right?), it's likely you're going into the house-hunting process blind. But don't be stressed—this is a very exciting process that can actually be a lot of fun as long as you know what to look for and what to expect. Before signing on the dotted line, you need to understand the relationship between a landlord and a tenant. It is vital for you to make a good relationship with your landlord in Canberra.

1. Introduction

Are you planning to rent a home or live in a rental home in Canberra? If yes, then you have come to the right place. We are here with this new and the latest PDF that may be very helpful and informative for you. This PDF deals with a simple guide that will help you to make a good relationship with your property landlord in Canberra.

2. The Ultimate Home Maintenance Checklist

For many owners, home maintenance happens only when something goes awry. Overflowing gutters, a balky furnace, or a chimney that refuses to draw provoke an expensive emergency call to service technicians. Worse, your family's safety could be in jeopardy when key areas of your home are neglected for too long. To limit or even eliminate service delays, preserve your home's value, and keep everyone comfortable, follow this home maintenance checklist on a regular basis.

Winter Home Maintenance Checklist

With cold temperatures and harsh elements pressing in, the focus of winter home maintenance is damage control: that is, taking control of damaged items and preventing further damage. Because of inclement weather, you may not have the time and leisure to safely take on extensive exterior repairs.

- From a safely secured ladder, check gutters and the lower roof for ice dams and eliminate as necessary. Be careful of ice when accessing the roof. Avoid going on the roof in the morning. Wait until the ice has melted, later in the afternoon.
- Check that the covers are still on the outside hose bibs (faucets) and that they have not iced up.
- Make sure that the yard is not pooling up with water. While you probably won't be able to create a full-scale yard drainage system in winter, you will want to make sure that none of that water is near the foundation. If so, grade the soil away from the house to prevent interior flooding.
- Use this indoor-friendly season as your opportunity to clean the basement, garage, and other interior spaces that get neglected during warm, sunny months.
- Keep an eye on your electrical service drop and the line that leads from your home to the power pole (only if you have above-ground electric service). If large branches have fallen on or are hanging on the line, call the electric company for removal.



Spring Home Maintenance Checklist

Spring home maintenance is chiefly about cleaning up after the mess and damage inflicted by winter. Weather is still spotty, so this isn't the best time to take on long-term outside projects like painting the house—this comes later on.

- Clean the gutters and, using a water hose, make sure that they drain.
- Check the exterior siding for damage and repair as needed.
- When the roof is dry and safe to walk on, check shingles, flashing, and vents for damage.
- Clean and replace window screens.
- Trim back trees that may deposit branches on your home. For branches near power lines, call your electric company for pruning.
- In late spring, install window unit air conditioners.
- Reverse ceiling fans so that the vanes rotate in a counter-clockwise direction. This will move air downward, cooling the room.
- Thoroughly clean the windows with a squeegee.
- Replace the HVAC filter.
- Clean the house and sell unwanted items at a yard sale.
- Service the A/C unit in preparation for the summer.

Summer Home Maintenance Checklist

With higher temperatures and low precipitation, summer affords comfortable working conditions to make intensive repairs that were not possible in prior seasons. In many areas, mid-summer is the best time to take on projects that might be ruined by poor weather.

- Make repairs to the home's siding and paint the exterior as needed.
- Clean and repair your outside deck.
- Wash and apply a sealant to wood fences by brush, roller, or paint sprayer.
- Flush out your water heater to empty it of sediment.
- Clean debris from window wells with a broom.
- If you noted any drainage problems from previous seasons, now is the time to consider building a robust drainage system with catch basins in your yard.
- Replace the HVAC filter if you have central air conditioning.
- Inspect the roof for loose shingles and flashing.
- Replace windows and exterior doors, as needed.

- Have an HVAC company inspect the furnace and make necessary repairs.
- Repair cracks in an asphalt driveway with crack sealer.
- Resurface the asphalt driveway by sweeping on asphalt sealer with a broom.

Fall Home Maintenance Checklist

Home maintenance during the fall season is focused on preparing the house for winter.

- Test the sump pump by pouring water down the sump pit until the pump turns on.
- Remove, clean, and store the window screens.
- If your home has storm windows, install them.
- Remove window unit air conditioners. If you have central air conditioning, winterize it.
- If not already done in the summer, call an HVAC company and have them perform annual maintenance on the furnace.
- Call in a chimney cleaning service or clean the chimney by yourself.
- Winterize exterior hose bibs (faucets) by protecting them with foam covers.
- Remove leaves and debris from garden ponds and water features.
- Reverse ceiling fans so that the vanes rotate in a clockwise direction. This will help distribute the warm air that collects near the ceiling.
- Perform regular quarterly maintenance.

Regular Quarterly Home Maintenance

Every three months, perform these critical maintenance tasks:

- Press your smoke detector and carbon monoxide detector buttons to make sure that they are still working. Replace batteries as needed.
- Check the gauges on your fire extinguishers to ensure that they are still correctly pressurized.
- Check your water heater's temperature and pressure (T&P) valve to make sure that it will expel water. Place a bucket below the relief tube to avoid flooding.
- Make sure that your garage door's safety reverse function is working and that the electric eyes are correctly positioned.
- For low-use areas such as guest or basement bathrooms, flush the toilet, clean sediment rings from the bowl, and turn on both sink taps.
- Check your water softener to make sure that it is topped off with enough salt.
- Remove showerheads and sink aerators and soak in vinegar to clean out collected sediment.
- Make sure that the dryer vent is properly venting to the outside.
- Test all of the GFCI outlets to make sure that they are working properly.

3. How to Negotiate With Landlords on Rent Payments

Be resourceful, communicate, and work together.

In an effort to slow the spread of coronavirus, more than half of Canberra have enacted policies to close nonessential businesses. The consequences of having to pay rent--typically one of retailers' biggest expenses--for spaces that are not open for business is too big a blow to sustain for the many retailers already in dire straits.



While many cities and states have responded by putting a moratorium on both residential and commercial evictions, these forced closures have led to a lot of negotiating between retail tenants and landlords. It's not ideal, but if you find yourself in this increasingly common scenario, here are some things to keep in mind as you approach rent negotiations.

1. Treat landlords like long-term partners.

Asking to break the terms of your rental agreement is no small favor but landlords would rather have a struggling tenant with a good record than a vacancy. Play the long game. Ask for a temporary deferment or reduction in rent and spread it out over the remainder of the lease.

Landlords understand the challenges retailers are currently facing. They may have multiple tenants in the same boat and know it's unlikely they will find new tenants during this difficult time. Be clear that the agreement you're negotiating is temporary and for the good of the relationship in the long term.

2. Communicate your plan.

As a retail business owner, it's important that you show your landlord you have a plan and what that path looks like moving forward. Communicate the efforts you've taken, and continue to take, to avoid being delinquent on rent. The key here is that you really must take all the steps necessary to exhaust your options to secure financial support. Be sure to also convey your intent to come up with a repayment plan when the dust has settled.

3. Pay if you can.

If you can pay your rent, you should. But for many retailers, paying rent simply isn't feasible right now, and that's why eviction moratoriums exist. If you can't pay the entire rent but can afford some payment, come up with a temporary agreement with your landlord (and get it in writing). At a time like this, they'll appreciate the effort to hold up at least part of your financial obligation.

4. If you can't, look for government support and loans.

Canberra. government recently passed the Coronavirus Aid, Relief, and Economic Security (CARES) Act to help support businesses, families, and individuals during the coronavirus crisis. The bill allocates \$350 billion to help small businesses maintain employees and give them capital to keep things running.

The emergency loans provision of the CARES Act, also known as the Paycheck Protection Program, lets small businesses borrow as much as \$10 million with an interest rate no higher than 4 percent. These loans, backed by the Small Business Administration (SBA), can be forgiven if your company meets certain conditions.

The CARES Act also expands the existing Economic Injury Disaster Loans (EIDLs) program. These loans aren't new; however, this is the first time a virus or pandemic event has been defined as a disaster. EIDLs smaller than \$200,000 can be approved without a personal guarantee. This loan program also offers up to a \$10,000 emergency cash advance that may not need to be paid back.

Try to keep in mind that you're all playing for the same team. Landlords don't want to lose tenants, as doing so will put their properties at risk for storefront vacancies that may very well stay that way long after this pandemic has ended. Approach these tough conversations with a problem-solving mentality and the goal of coming up with solutions that benefit both parties as much as possible.

4. Four Steps To Establish A Successful Landlord-Tenant Relationship

Finding a tenant, signing a lease and having someone move into your property seems rather simple. It should be the beginning of a wonderful, win-win relationship. Yet so often, this is not at all the case. Why do rental investments have such a difficult reputation? Setting clear expectations and demonstrating mutual respect from the outset are the essential keys to a long-lasting, professional relationship where everyone comes out ahead.

There are a number of steps to ensure both parties understand and are in agreement with how the many aspects of the rental cycle will be managed. Further, it is critical that a conversation to review every aspect of the rental occurs before your tenant ever moves into the property. Unfortunately, some landlords often lack the experience to know themselves what to expect, let alone set clear expectations and mutual responsibilities for their tenants upfront. This lies at the root of many of the well-worn landlord headaches. There are a few critical essentials professional property managers recommend covering at the outset.

1. Review The Lease With The Tenant

One would hope that the tenant has read the entire document prior to signing, however, in this age of one-click acceptance of terms and conditions, it's no longer assumed. To safeguard that both owner and tenant are clear on the finer points of the document, it is very helpful if you review the lease together. This also gives you an opportunity to answer any questions or provide clarification on items so you can both move forward without ambiguity.

Be sure to review the contract with the tenant in its entirety and ensure all concerns are addressed. At the same time, they can provide a buffer to ensure things remain professional between owner and tenant.



2. Set Clear Guidelines For Communication

Do you have a consistent tenant communication plan once the lease is signed? How do you want them to contact you with maintenance issues? What if they have questions about how to use an appliance? How will you arrange scheduled inspections or entry for exterminators or other service calls? No one wants that 2 a.m. phone call demanding an immediate fix for a broken A/C in a heatwave. On the other hand, you don't want to find out about a pipe leak in the basement hours after it happened.

These are just a few examples of the different types of communication that will need to occur while your property is occupied. Prior to move-in, it is critical that you discuss the various types of interaction that will be necessary throughout the lease and agree on how any information exchange will be handled in detail. Specify what method — text, email or phone call — is to be used based on the urgency of the situation.

There are more sophisticated systems to manage this process, including 24/7 maintenance lines and online portals. It is critical to invest in systems to manage communication, but that investment could be in a smartphone as much as a complex owner and tenant portal.

3. Respond Quickly With Respect

We have all been in situations where we have sent some sort of communication, only to have to wait several days to hear anything back. By the time you finally do get a response, the tone has been set. You begin feeling frustrated — and both parties are already on the defensive.

Whenever your tenant reaches out to you with a question or a concern, always respond as quickly as possible. Even if you do not have an immediate answer. The utilization of a tenant portal can be invaluable in these instances, as the tenant can check for updates without having to call or email anyone — and any new management activities or regular reminders are reported in real-time in their account.

In addition to responsiveness, it is also especially important to be respectful of your tenant's time and privacy. Then, work with your tenant respectfully when scheduling vendors to ensure that you do not disrupt the quiet enjoyment of the property for which they are paying.

4. Provide Technological Conveniences

Even before the pandemic, we had all grown more dependent on technology over face-to-face interactions. Tenants now expect their landlords to offer them no-contact and 24/7 methods of interaction. For example, paying rent online or from a mobile device is becoming the norm over dropping off a check, using the mail or going into a bank. Communication portals for owners and tenants discussed above are also becoming more standard technological expectations.

Tenants want to view properties virtually, submit maintenance requests online and receive fast online responses to their questions. This can be a particular challenge for self-managers or inexperienced rental owners, yet is critical for a safe, clear and respectful relationship in this era.

From the first showing, establishing clear expectations with your tenant will be the key to the success of your rental property.

Ensure your own peace of mind and the success of your investment by remembering these basics:

- Set expectations by walking through the lease with your new tenant.
- Develop clear communication guidelines and provide timely responses.
- Work with your tenant respectfully to schedule convenient vendor visits.
- Do not overwhelm them with a parade of contractors.
- Offer no-contact technological alternatives to face-to-face interactions and 24/7 information.
- Facilitate a foundation of trust by keeping your commitments to the tenant.

If you take these initiatives at the outset of your partnership with your tenant, you will immediately increase your return on investment. Content tenants take better care of a rental property and are more likely to keep the terms of their lease. Happy tenants are also significantly more likely to remain in the property and extend their leases, which eliminates the risk and cost of vacancy days, turnover costs and marketing expenses.

5. End Of Lease Cleaning Mistakes To Avoid

The end of tenancy or lease is one of the crucial periods when tenants have the responsibility to return the property to its original condition. According to the residential tenancy laws in ACT, landlords or property managers has the right to withhold the deposited security if a rental property is in a dirty state.

Tenants or renters are obligated to do necessary repairs if they damage anything during the lease period and deep clean the property. This has to be completed before the final inspection by the landlord. Cleaning may not be tough, but mistakes happen, and there is no room for blunders when moving out of a rental apartment or home.

The best thing you can do is to hire professionals for a cheap end of lease cleaning Canberra. They strive to give you quality results without making silly mistakes. All areas, from ceilings to floors, will be covered to help you pass the rental inspection.

Here are 10 common end of lease cleaning mistakes tenants commit and lose their bond money. Make sure you avoid these blunders and impress your landlord.



1. Not Preparing A Cleaning Checklist

Many people forget to create a cleaning checklist due to their busy schedules. You can't afford this blunder if moving out of a rental property. Preparing a customised checklist will help you cover every nook and cranny and streamline the entire process.

Professionally-trained end of lease cleaners in Canberra work according to the REIACT-approved checklist to give the best possible outcomes.

2. Not Arranging Cleaning Supplies

Removing stains from hard surfaces to vacuuming carpets, every single task requires a proper cleaning tool and, of course, products. You can't achieve desired results on time if you are not equipped with the necessary supplies. This could turn into a nightmare at the end of your tenancy.

So, creating a complete list of supplies you need and arranging it before getting into the process is good. Make sure you arrange dusting mops, microfiber cloths, dusters, a vacuum cleaner, broom, dustpan, a squeegee, stain removal, grease removal, disinfectant, etc.

3. Cleaning Before Repairing

Avoid this mistake if you are concerned about your bond money. First, fix the damages, such as leaking taps, broken windows, glasses, etc., before cleaning. This will save you a lot of time and achieve an organised system.

You can hire a professional handyman in Canberra to fix all the issues within the premises before your final move out.

4. Ignoring Air Ducts & Filters

Most people often forget to clean the air filters and ducts. Before handing over your bond money, the landlord thoroughly inspects the property, including air ducts. If you don't want any conflict, vacuum the air filters using a vacuum cleaner. Make sure you do this before cleaning your windows and floors.

If possible, change the filters. This will prevent the indoor air from getting polluted.

5. Overlooking Kitchen Appliances

Do not ignore your microwave, oven, fridge and dishwasher while cleaning your kitchen. The dirt or built-up grease inside these appliances can cause a rift between you and the landlord.

So, it is good to grab a clean cloth, white vinegar and warm water solution and treat stubborn stains, spills, stuck food particles, grease and grime. You can use natural cleaning products to clean fridge like a pro.

You can also hire professionals for a detailed end of lease cleaning Canberra and secure your hard-earned bond money.

6. Soaking Upholstery In Hot Water

This is a serious mistake people make when preparing their rental properties. Of course, removing coffee spills, splatters and grime from an upholstered couch are tough, but you can't soak it in water. This could make the spot bigger and also ruin the fibre. Instead, blot the damp cloth on the affected area and transfer the stain from the sofa to a damp cloth.

You can also read the instructions written on the product to achieve desired results.

7. Scrubbing Carpet Stains

Do you want to ruin your carpets while removing stubborn stains? Scrubbing can damage the fibres of your carpet. So, if you see stains, wet them with white vinegar and soapy warm water solution. Leave it for a few minutes and blot the surface with a damp cloth. Do it with gentle hands.

Sprinkle a generous amount of baking soda and leave it overnight. Vacuum the surface to get rid of unpleasant odours.

8. Leaving Window Streaks Behind

If you are washing windows but still witness streaks behind, you must be making a serious mistake. It is good to wash your windows on a cloudy day and remove excess soap or water using a squeegee. This will make things easy for you and won't leave streaks behind

Tip: You can use borax to remove lime from windows and other surfaces as well.

9. Using Sprays Of TV And Other Electronics

Using harsh cleaning agents on electronics such as TVs, computers, laptops, and mobile phones can damage your products. Do not use a paper towel to clean them.

Instead, use a microfiber cloth and white vinegar solution. Damp the cloth and squeeze out an excess solution before wiping the surface.

10. Vacuum Cleaning In The Wrong Direction

Vacuuming in one direction won't remove embedded dust from your carpets. This will fix the dirt deep inside your floor coverings.

It is good to vacuum forward and backward. This way, you can easily reach the fibres and fetch accumulated dust, pollen, allergens and grime.

These are the most common end of lease cleaning mistakes tenants commit and lose their bond money. If you want to keep your hard-earned money safe, hire our professionals for a thorough end of lease cleaning Canberra and pass the rental inspection. They can also bring green cleaning products to protect the environment by keeping harmful chemicals at bay.

6. Easy Cleaning Habits You Can Start Today for a Spotless Home



A few simple daily cleaning habits can help you manage the seemingly impossible household tasks.

When it comes to cleaning your home, simple habits really can make a big difference. When you practice small tidying tasks every day, the job becomes much more manageable. Start with these easy cleaning habits that can help you get a spotless home with minimal time and effort.

Wipe Down Countertops

Take a minute to wipe down countertop surfaces at the end of the day. In the kitchen, give counters a quick wipe with a damp cloth after all the cooking and eating is done for the evening. Use a damp washcloth to wipe down the bathroom countertop right before you go to bed.

Put Away the Day's Clothes

Break the habit of tossing the day's clothes on the floor or another surface at night. Decide which items need laundering and place them immediately in your hamper or laundry basket. Hang using Better Homes & Gardens Velvet Clothing Hangers, \$10, Walmart or fold and put away any clothing you plan to wear again before washing.

Reset the Living Room

Take a few minutes each day, whether first thing in the morning or at night, to reset your living room. Pick up any clutter that doesn't belong in the room and take it elsewhere, paying special attention to items on the floor or the coffee table. Fold throw blankets and fluff up pillows and sofa cushions to make the space look presentable again.

Create a Cleaning Caddy

Stock a cleaning caddy with the essentials so you're ready to strike when messes arise. Be sure to include multi-purpose cleaners, brushes, sponges, microfiber cloths, and other frequently used cleaning supplies. When a well-edited collection of everything you need is always ready to go, there's one less obstacle between you and a clean home.

Complete Cleaning Tasks Now

It's much easier to do a little cleaning now than to make time for a lot later. Make it a habit to tackle cleaning duties as soon as they're needed, instead of letting chores pile up for a later time. Fresh spills and splatters are also simpler to clean up than set-in stains or stuck-on messes.

Keep Shoes at the Door

Drastically decrease the amount of dirt and debris tracked in daily by stopping all footwear at the door. Corral shoes with a basket or cubbies in your entryway (try this Better Homes & Gardens Farmhouse 3-Tiers Shoe Rack, \$38, Walmart). Consider keeping a few extra pairs of comfy slippers on hand for guests.

Keep the Dining Table Clear

Have a zero-tolerance policy when it comes to clutter on the dining room table. Its cleanliness defines the entire room, so don't allow papers, projects, or miscellaneous items to pile up on its surface. A clear table ensures you're always ready for the next meal or activity.

Start a Junk Basket

Designate a basket (a box or bag can also work) for collecting miscellaneous items during quick cleanups. Use it as an easy-to-stash catchall spot for clutter until it's full. Regularly clear out the basket and find permanent homes for the contents.

Make Your Bed Every Morning

It only takes a minute, but making your bed sets the tone for your room and your day. Accomplishing this small task first thing in the morning can empower you to continue that productivity throughout the day. Plus, a tidy bed will encourage you to keep the rest of your bedroom clean, too.



Dedicate an Incoming-Papers Basket

Create a system to manage paperwork as soon as it enters your home. Every piece of mail, document, invitation, receipt, and other paper stops here before eventually getting sorted into its rightful place. This will help keep your countertops and other flat surfaces clear while putting an end to time wasted looking for misplaced papers.

Clean Your Toilet in Two Seconds

Pop a denture-cleanser tablet into your toilet bowl twice weekly. Store the tablets close by for ease of access. This bathroom cleaning hack only takes a second, but it saves you much more time than scrubbing a dirty toilet bowl.

Clear the Kitchen Sink

Work your way to a clean and empty sink each night to set yourself up for a clean and fresh start each morning. Start cleaning up what you can while your dinner is cooking to make the job easier later. Load and start the dishwasher, then hand-wash anything leftover before you go to bed.

Clean Shower After Every Use

After each shower, quickly wipe down the tile or glass to keep surfaces free of water spots, mineral deposits, and soap scum, all but eliminating the need for deep cleans. For glass-door showers, use a squeegee to clear away drips that can lead to hard-water deposits later. Spray tiled or fiberglass surfaces with a daily shower cleaner to prevent buildup before it starts.

Do Five-Minute Cleanups Nightly

Set a timer for five minutes and clean up what you can before the time is up. Hit as many rooms as you can while focusing on small tasks, such as picking up toys or putting clothes from the floor into a hamper (like this Better Homes & Gardens Braided Seagrass Laundry Hamper, \$35, Walmart), that take only a few seconds. Save larger cleaning duties for another time.

7. Conclusion

Making a good relationship with a landlord in Canberra is not an easy task. You need to know every factor that establishes a tenant-landlord relationship in Canberra. No need to worry; this PDF may be very helpful for you and can make your task easy and smooth.

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