



Landlord Instruction Form

The following information is required to assist us in providing you a management service that is arranged to your specific requirements.

Rental Property		
Owner(s) Full Name		
Owner(s) Address		
Contact Information	Home:	Business:
	Mobile:	Wechat ID:
	Email:	
Emergency Contact	Name:	Relationship:
	Mobile:	Email:
Banking Details	Account Name:	
	Bank:	Branch:
	BSB No:	Account Number:

*A contact other than the owners of the rental property is required as an alternative source of instruction in the event of an emergency.

*If the property is owned by a company, ABN number must be provided as required by the Residential Tenancies Tribunal on all documentation.

Banking Details	Account Name:	
	Bank:	Branch:
	BSB No:	Account Number:
Monthly Statement	Email / Post / Both <i>(circle one)</i>	

*Rental Statements are prepared and send via email/post to the owner's preferred delivery method whilst all monies are directly credited into the nominated bank account.

Please provide details of invoices should you wish the office to make payment on your behalf:

Body Corporate: YES/NO

Please provide details i.e contact numbers, plan number and copy of Body Corporate Rules.

Company Name: Contact Details:

Water Rate: YES/NO Account Number:

Council Rate: YES/NO Assessment Number:

Client's Signature Date



Repairs & Maintenance

In accordance with the Residential Tenancies Act 1997, tenant(s) can carry out urgent repairs on behalf of the landlord up to the monetary limit of \$1,800 GST inclusive.

iCare Property Management Team will always attempt to contact you first should any repair/maintenance are required at the property. However, if you are unreachable, we will act accordingly to arrange the repair to be carried out by our suitable qualified contractors.

Please advise the amount that iCare Property can authorise on your behalf in the event of an urgent repairs (general repairs) being required at your property should you be un-contactable within the reasonable amount of time \$250.00 or at a specific amount of \$_____ (cross whichever is not applicable)

Preferred Tradesman:	YES/NO		
Plumber	<input type="text"/>	Contact	<input type="text"/>
Electrician	<input type="text"/>	Contact	<input type="text"/>
Handyman	<input type="text"/>	Contact	<input type="text"/>

Do you have Landlord Insurance? Yes No Please subscribe a policy

Landlord Insurance details and existing policy number:

**If you do not currently have Landlord insurance it is highly recommended that a policy is in place to cover landlord and Building insurance to protect your property against the unforeseeable.*

Smoke Detectors

iCare Property utilise the services of Detector Inspector to test all smoke alarms every 12 months at a current cost to owners of \$99.00 inclusive of GST annually. There is no further cost apply for any repairs or replacement of smoke alarms within the annual subscription. This process ensures your property is always compliant with your insurance policy.

Payments

iCare Property’s professional fees are deducted from rental payment along with other invoices and repairs (if applicable).

Arrears Process:

iCare Property Team operates on a 2 day default system i.e. arrears collection process begins on the 3rd day of arrears. Our process involves direct contact with the tenants either via call, SMS or email. This is then followed up by a reminder letter at 5 days arrears, then warning letter on the 8th day of arrears. A notice of vacate then issued on the 15th day of arrears, followed by an application to VCAT on the 20th day, should there be no response from the tenants.

Re-Leasing Procedures:

In the event that the tenants submit notice to vacate, iCare rental team will always inform and seek further instructions from you. Should you be un-contactable during this period, do you authorise iCare to commence re-leasing promotional activities and to approve new tenancy to avoid property being vacant?

Yes No

Do you authorise iCare to re-negotiate a further lease term with the existing tenant should the initial tenancy agreement expires?

Yes No

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Tribunal and Document Preparation Fees

Application to VCAT (government charges)	\$62.70
Registered Post	\$5.00
Warrant of Possession (government charges)	\$107.30
Tribunal Attendance	\$120 for the first half hour + \$80/hour after that
Documentation Preparation	included in the management fee
Abandoned Goods Inspection	included in the management fee
Lodging National Tenancy Database	included in the management fee

**Charges includes GST unless stated otherwise, rates are subject to change without prior notice.*

- I acknowledge that we are lawful owners of the property detailed in this instruction form.
- I acknowledge that it is the legal requirements that all rental properties to be fitted with smoke detectors.
- I acknowledge that iCare Property Team’s recommendation to obtain suitable landlord insurance for my rental property.
- I agree to provide iCare Property Team the details of the insurance should I take up such policy.
- I acknowledge iCare Property Team is not responsible for lodging insurance claims on my behalf. I undertake to cooperate with requests of the property manager to assist with any associated works in preparing claims.
- I confirm that there is provision for ____Car spaces on the title of this property. Please confirm the car space number for the apartment/unit. Car Space number: _____ on level_____. *(If applicable)*
- I acknowledge that there will be marketing fee of \$250 inclusive of GST whenever property becomes vacant.

Additional Instruction:

Agent’s Authority

Authorisation is confirmed here to give consent to iCare Property to recommend and select tenants, collect and receipt rents, make disbursements, manage repairs, exercise the right to terminate tenancies and serve the relevant notices upon tenants in accordance with provisions of the Residential Tenancy Act 1997 and pursuant to a signed agency authority between us.

I/We have read and understood all of the above.

Client’s Signature

Date