Policies for tenants

Zero tolerance for late rental payments

We encourage everyone to ensure their rent is paid on time.

If you believe you may be late with your payment, we request you give your property manager at least three (3) working days' notice before the payment is due, so we can alert your owner. The owner may need to make other arrangements to ensure their own financial commitments are met. If your rental payment is seven (7) days late, a Notice to Remedy will be issued. Following this, a Notice to Vacate will be issued if the payment is not made within a further seven (7) days.

Smoke-free

All of our rentals are smoke-free. Please do not smoke inside your rental home. If you choose to smoke, please do so outside and dispose of all cigarette rubbish into a bin. If your property is found to contain any odours or damage due to smoking inside or outside the property, your owner may claim compensation from you.

Pets

Pets are not permitted in our properties unless they are agreed to in writing by your owner. If you are found to be housing a pet at the property without your owner's consent, this will represent a breach of your Tenancy Agreement and all necessary action will be taken. If a property is found to contain any animal odours, stains or other damage caused by the animal, your owner may claim compensation from you.

Carpet Cleaning

Momentum recommends all carpets in rental properties be professionally cleaned every twelve (12) months. For properties with permitted pets, we recommend professional cleaning every six (6) months. We request you provide us with a copy of the professional carpet cleaning receipt at, or prior to, your final inspection.

Causes and cures for window condensation

If you have trouble with window condensation, it may be because you live in a 'tight' modern home you can heat for a fraction of the cost of older homes. There is simply less airflow inside a modern house and this can result in more condensation forming. Condensation problems also result from use of dryers, for example, in a laundry.

Five practical steps to control condensation:

1. Run kitchen and bathroom fans longer and more often than usual.
2. Where possible, keeping security in mind, open windows when you are not home to allow moisture to escape.
3. Air out kitchen, laundry and bathrooms during and following usage.
4. Run reverse-cycle air conditioners on DRY mode during winter. (Refer to your manual).
5. When possible, dry your washing outside.

The basic principle of reducing window condensation is simple. When there's too much condensation on your windows, it means humidity is too high in your home. You should take necessary steps to reduce humidity until condensation is dispersed.

Wooden floor maintenance and upkeep

- When possible, dry your washing outside.
- Wipe up all spills immediately.
- Use area rugs in places like kitchens and door entries where spills, dirt or moisture are more likely to occur. Ensure damp rugs are not left sitting on the floor.
- Use felt pads on the legs of chairs and all other furniture to prevent hardwood floor scratches. Keep the pads free of grit and replace as often as needed. Not only will furniture pads protect your floor, you'll love the ease in which you can move the furniture around.
- When moving appliances or other heavy items, place a blanket and a piece of plywood under the item to protect your floors. Ensure service personnel and delivery people do the same.
- UV sunlight and direct lighting will fade the natural colour of different wood types over time. Occasionally re-arrange area rugs and furniture, so the floor beneath it can blend with other areas of the floor as the wood ages and wears.
- Keep draperies closed in sunlit areas.
- Try to avoid walking on the floor while wearing high heels, cleats, or other shoes that may cause indentations.

Questions

For any questions regarding our policies, please refer to your property manager who would love to assist you.