



cameron.

TENANT HANDBOOK.

Your Guide to Renting with Cameron.

Welcome to your new property.

This handbook is designed to help you understand our expectations of you as a tenant and to inform you of your obligations.

We are responsible for managing your property and we aim to give you the highest possible level of service.

If you need more information about anything to do with your tenancy, please contact us.

Our staff will be happy to help.

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Beginning a Tenancy.



1.1

Ingoing Condition Report

To ensure that everyone is in agreement, an Ingoing Condition Report will be conducted and you will be provided with a copy at the commencement of your lease. Be sure to check the items listed and their description as we want to ensure you and the Property Manager are in agreement from the commencement of your tenancy. In the case where something has been missed or requires further detail, please make your amendments and then photocopy the Condition Report. Once you provide a copy of the updated Condition Report to the Property Manager, it will be scanned and kept on file until you vacate. It is always wise to take digital photos of the property prior to moving in so that you have some evidence of the condition of the property when first occupied.

1.2

Rental Payments and Methods of Payment

Upon executing your lease agreement, you have given an undertaking to pay your monthly rental payment on or before the due date. This means if your rental payment is due on the 1st of the month, it will be paid prior to this.

Beginning a Tenancy.

1.3

Outgoings Payments

Outgoings are any additional expenses incurred by the Lessor which is the Lessees responsibility. These may be, but not limited to, Council Rates, Water Rates (and usage if applicable), Land Tax, Insurance, Gardening, Essential Safety Measures, Common Area expenses. At Cameron Industrial, we expect that outgoing will be paid within a month of being invoiced. If no payments are forthcoming, you may be issued with a Notice of Default to ensure compliance.

1.4

Insurance

The Lease stipulates that the Lessee must reimburse the Lessor for the cost of its insurance. As Managing Agents, we ensure that the rate in which a Lessor has obtained is reflective of the current market rate and represents value to both parties.

Lessees are recommended to insure for business interruption, contents and plate glass window insurance (if not already covered under Lessors policy). Our office often has to explain to Lessees that their furniture or equipment is not covered under the Lessors insurance policy or that the window which has been damaged by vandalism is not covered.

1.5

Statement of Adjustments

The Statement of Adjustments is the adjustment of outgoings from your commencement date to the due date. These are paid on commencement of lease (Ingoing Statement of Adjustments) and upon vacating (Final Statement of Adjustments). This will occur for all outgoings that fall due.

1.6

Payment Methods

We offer a range of payment options and would be happy to assist you in providing the relevant information for your preferred method. We offer direct deposit, Bpay, Postpay, cheque and credit card. Unfortunately we do not offer direct debit nor do we receipt cash in the office. If you wish to pay by cash, you will be asked to make the payment via Australia Post.

During the Tenancy.



2.1

Communication with your Property Manager

The best form of communication with your Property Manager is by phone. Sometimes though, you will be required to use a written form of communication. All maintenance requests must be in writing and can be sent using a Smart phone via our website or by email.

Should you need to attend the office to meet your Property Manager, please call and arrange a mutually suitable time so that they are available. Often Lessees are offended when they come to the office and their Property Manager is unavailable.

2.2

Property Appearance

The property you are leasing is an investment and we require you to ensure that it is presented in a decent and respectable manner. This means the landscaping and appearance of the property need to be maintained by you or by a professional gardener. In some cases, the Lessor will arrange for the garden maintenance to be facilitated with the cost being passed to the Lessee.

Areas such as car parks and driveways need to be free of rubbish, excess stock or anything that may be dangerous and/or unsightly. Local councils have very strong guidelines on breaching the planning scheme and will issue fines to the Lessor if you do not address these items. Any infringement notices received by the Lessor for these types of offences, will require payment by the Lessee.

During the Tenancy.

2.3

Routine Inspections

As part of our ongoing commitment to the Lessor of the property, we will occasionally conduct routine inspections of the property. These Routine Inspections will be brief and will highlight how the property is being maintained. We aim to conduct one Routine Inspection of your property annually.

2.4

Maintenance

When something fails we need to know about it. The Lessor may have their preferred contractors or may request competitive quotes in order to make a decision.

As a Lessee, you are obligated to service and maintain all aspects of the property. This includes, but is not limited to, roller shutter doors, heating & cooling systems, triple interceptors, electric doors, cooling towers. The lease also dictates that the gutters, downpipes, drains, sewers and other plumbing must be maintained.

2.5

Essential Safety Measures

For participating Lessors, we provide an Essential Safety Measures (ESM) Compliance Service (in an assistance capacity) with the objective to meet Part 12 of Victorian Building Regulations 2006. This involves having ESM Servicing, Maintenance & Inspections, as well as Annual ESM Reporting in place on an ongoing basis.

During your tenancy, we would appreciate it if you maintain good housekeeping standards (provide clear paths of travel to Exits, unobstructed access to ESM items such as Fire Equipment), refrain from performing any modifications, without first obtaining formal approval from us in the first instance, immediately report to us any ESM repair, damage, fault, service, safety and/or ESM Service Contractor issue in writing, and provide reasonable access to service contractors.

2.6

Notice of Default

If you have not made your required payment, be it rental or outgoings and we have made numerous requests for the payment, one of the last resorts is to issue the Lessee with a Notice of Default. The Notice of Default also incurs an Administrative fee.

The Notice of Default has an expiry some 14 days later, at which time if full payment is not received, we may re-enter the property to change the locks and evict you from the property. Upon re-entering the property, the Lessor may, at its absolute discretion, terminate the lease agreement.

A Notice of Default may be used for any breach of the lease agreement.

During the Tenancy.

2.7

Lease Renewals

In accordance with the lease, you have a last date by which to exercise your option. What this means is that you must advise our office in writing of your intentions to remain in the property and continue for the next fixed term period. In most cases the last date to exercise your option is three months before the expiry of the current term.

2.8

Annual Rental Increases

As part of your original lease agreement, it was negotiated that you will receive annual increases to the rental figure. It is common for this to be in line with the Consumer Price Index (CPI) or a fixed annual percentage. We will automatically increase your rent in line with the lease agreement and will advise you of the increase at the time.

2.9

Market Review Increase

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Ending a Tenancy.

3.1

Assignment of Lease

This situation is very common but you must be aware of the costs and the process in order for this to eventuate. You will be required to execute a Leasing Authority which becomes the legal agreement between you and Cameron Industrial with respect to sourcing a suitable replacement.

It is important to note that until the term of the original lease is finished, you still have a liability to the lease and the bond/security deposit can be held until the original term expires.

Sale of business

During your tenancy, you may have an opportunity to sell your business. As the agreement you have entered into allows for this, you have an obligation to obtain the Lessor's consent prior to the transfer occurring. As with the Assignment of Lease, there are costs and a process that must be followed and it is important to advise your Property Manager when it appears you have found a buyer. You will be supplied with a list of documents required for us to process and advise the Lessor before consent will be granted.

3.3

Notice to Vacate

If your fixed term is due to expire and you are planning to vacate the premises, you must do so in writing to your Property Manager. You are obligated to advise our office of your intentions to vacate within the stipulated timeframe dictated in the lease agreement. If you are a Lessee who has reverted to a monthly tenancy following an expired fixed term agreement, it is common for three (3) months' notice in writing to be given.

**We work closely with you
to ensure the property
is actively managed and
you can run your business
without interruption.**

cameron.

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The information in this booklet is intended as a guide only for commercial tenants of Cameron Industrial Commercial. It is not a legal document. Further clarification can be obtained from your property manager.