



GUIDE ON HOW TO BECOME A GOOD TENANT

1. INTRODUCTION

This guide has been designed with the intention of making your experience of renting a home a happy one. It is also designed to answer any questions you may have concerning the rental process. It also clearly shows your responsibilities

2. ABOUT US

We are a westrand based rental agent with 20 years experience in the property market. We deem ourselves to be leaders in the industry and know all the in's and out's of the property market. We truly hope that we can be of assistance in getting you a new home and making it a happy home.

3. LOOKING FOR A HOME

Look no further. We have a large database of properties available and we can assist in find a you a suitable home in your desired area and budget.

3.1 VIEWING

Our rental experts will be delighted to arrange a viewing of any of the properties which we are advertising in which you may be interested. Before arranging viewings make a list of all your nice to haves and see if the prospective property meets your criteria. Also make note of which amenities are close to the property to the property or lack thereof. Our rental experts will give you a complete breakdown of the monthly rental, including all services, as well as the lease costs and the deposit required.

When you occupy the property which you have rented, our rental expert and maintenance team will deal with any snags or defects as a matter of urgency.

If the home which you have chosen is a sectional title complex be aware that the area body corporate rules which you must adhere to at all times. A copy of the rules will be presented to you on the day you sign the lease.

3.2 APPLYING TO RENT

When you have chosen a home to rent, you will need to fill in an

"Application to rent" this document is available on our website a copy can also be faxed to you. Once completed we will require a copy of your ID document and your most recent pay slip or your last 3 month bank statements if self employed. The complete document will be used to formally assess your application and your credit worthiness for leasing the property you have selected. A credit check as well as feedback from your references will be obtained as part of the application assessment, and by signing the application form you will be agreeing to the credit history.

3.3 DEPOSIT

A deposit is necessary to protect the landlord's investment and as security to cover any damages caused. Or default,

during the lease term. Rent A Den is registered with the Estate Agency Affairs Board and we operate a trust account in terms of the Act. This account is audited annually. When you vacate your home, and if there are no deductions for damages or repairs in your deposit will be refunded.

4. YOUR LEASE AGREEMENT

After you have been approved a successful applicant, you will be required to sign a lease for the property you have chosen to rent. Our rental expert will prepare all the lease documents and explain them in detail. Please take the time to read the lease and ask if you don't understand all the provisions in the document.

You will be given a copy of the signed lease agreement for your records and references purposes.

4.2 WHAT ARE YOUR RIGHTS AS A TENANT?

- The right to occupy your home on an ongoing basis, while meeting your obligations of the lease agreement.
- To consult on matters that relate to you as a tenant.

4.2 WHAT DO YOU AGREE TO?

- To pay your rent on or before the 1st of every month without deduction or demand.
- To use you home as a private dwelling only.
- Not to sublet your home nor any part thereof for either definite or an indefinite period.
- To maintain the interior of your home and to keep it in good condition at all times.
- Not to undertake alterations without the prior written permission from the landlord.
- -Not to overcrowd.
- -To abide by the House Rules at all times.
- Not to commit a nuisance.
- To return your home in good condition: i.e. the condition in which you received it.

4.3 WHAT DOES THE LANDLORD AGREE TO?

- Your undisturbed use and enjoyment of your home.
- To carry out urgent repairs that interferes with proper use and your enjoyment of the property you have rented. Such repairs should not be merely an inconvenience, but such that make it impossible for you to use and enjoy the property.

5. PAYMENT OF RENTAL

Payment of your rental is one the most important issues to ensure a long term mutually beneficial relationship with your landlord. Without your rental the landlord cannot meet his obligations: bond, levy, rates and taxes, insurance, services and administration charges, just to mention a few examples.

5.1 HOW, AND WHEN DO I PAY RENTAL?

- Debit Order
- At any Nedbank in South Africa
- Electronically via Internet Banking

Rental is due monthly in advance on the 1st of each month. There are no exceptions to this rule.

You will receive a monthly statement showing our banking details. Please ensure that your previous months rent is indicated and kindly also ensure that the reference number is entered by the teller correctly.

5.2 WHAT HAPPENS IF I DON'T PAY MY RENT?

Failure to pay, continuous late payment of rent, or withholding payment is a violation of the rental agreement. Such action gives the landlord the right to cancel the lease. Reminder and final demand letters together with penalty surcharges are levied in the event of delayed rental payment and hence it is very important to ensure

that rent is paid promptly and consistently. NON – PAYMENT = EVICTION!!

5.3 RENTAL INCREASE

Your landlord must give written notice of a rental increase, which becomes effective from the date stipulated in the letter. The law does not limit the amount by which a landlord may increase the rent however, the rental increase must be reasonable.

6. LIVING IN YOUR HOME

6.1 MOVING IN

After you have signed your lease fees, deposit and first month's rental, you will be entitled to move into your new home. Even though your home has been inspected, please report anything which is missing or not working within 7 days of moving in. The incoming inspection will serve as the baseline against which the unit's condition will be compared when you vacate and when the outgoing inspection is conducted.

6.2 MAINTANCE AND REPAIRS

We have long-standing relationships with professional companies with whom we can negotiate excellent prices. If at any time you have problem with a maintenance item of any kind, please contact us. Your lease agreement will define who is responsible for the costs of the maintenance items concerned.

5.3 MOVING OUT

When you want to move out you must give written notice. Your lease stipulates the notice period or expiry date of the agreement. Please contact us for assistance if you are unsure of what notice period is required in terms of your lease. Your rent must be up to date. An outgoing inspection will be carried out to see if the unit is in the same condition as when you moved in. Any damages during your occupation and identified by comparing the "in" and "out" inspections will be repaired and paid for from your deposit at your expense.

5.4 DEPOSIT REFUND

Following you vacating the unit and the submission of proof that any account with the local authority for which you are responsible is settled to the date your occupancy terminates, we will commence the process of refunding your deposit. Your deposit will be refunded to you with interest providing there is no outstanding rental, nor damages to the unit.

- Within 7 working days provided there are no damages and you were present at the "outgoing" inspection.
- Within 14 working days if there are damages and we need to obtain quotations, and again provided you are present at the "outgoing" inspection
- Within 21 working days if you are not present at the "outgoing" inspection.