



ABN: 85 126 136 187

TENANT HANDBOOK

This handbook has been formulated with years of experience and is for the tenant's use and referral at the premises throughout the tenancy. This handbook is the physical and intellectual property of Smart Property Manager ("SPM") and is not to be duplicated or extracts be taken in any way, shape or form. This handbook is given upon collection of keys to the property and must be returned upon keys being returned at the end of the lease.

This booklet remains the property of SPM

CONTACT DETAILS:

Office Hours: 10.00am – 6.00pm, Monday to Friday

Address: 248 Park St, SOUTH MELBOURNE VIC 3205

Office Number: (03) 9973 2404

PropertyMe Mobile: 0482 071 739 (sends and receives plain txt format only)

Contact Email: SmartPropertyManager@email.propertyme.com

After Hours Urgent/Emergency Repairs – Call SPM Emergency Mobile 0421 981 178

All repairs & maintenance requests are to be reported via the [PropertyMe Tenant App](#) which can be downloaded from



PLEASE FAMILIARISE YOURSELF WITH WHERE YOUR MAINS FUSE BOX & MAINS WATER TAPS ARE LOCATED

EMERGENCIES:

Emergencies are those that are life threatening or could seriously put a tenant, neighbour or another party in close proximity at risk, in which an emergency number should be called.

SPM Emergency Mobile:	0421 981 178
Police/Fire/Ambulance:	000
SES:	132 500
Gas Emergency:	Your gas service provider

URGENT REPAIRS – call it in & log it in the [App](#)

Please try to rationally ascertain if your repair is actually URGENT. Repairs are your landlords responsibility. However, if **you** caused the damage, the landlord or agent can reasonably ask you to get it repaired yourself, or pay for repairs they undertake.

WHAT IS AN URGENT REPAIR?

Tenants, landlords and agents must follow set procedures when dealing with urgent and non-urgent repairs. You must continue to pay rent even while waiting for repairs.

Urgent repairs are classed as:

- A burst water service
- A blocked or broken toilet system
- A serious roof leak
- A gas leak
- A dangerous electrical fault
- Flooding or serious flood damage
- Serious storm or fire damage
- A failure or breakdown of any essential service or appliance provided by your landlord or agent for hot water, water, cooking, heating or laundering
- Failure or breakdown of the gas, electricity, or water supply
- Any fault or damage in the premises that makes the premises unsafe or unsecure
- An appliance, fitting or fixture that is not working properly and causes a substantial amount of water to be wasted
- A serious fault in a lift or staircase

In the case of an urgent repair you as the tenant are responsible to phone our **[After Hours Urgent Repairs Line on 0421 981 178 and log the request via the \[PropertyMe Tenant App\]\(#\)](#)** – we will then give approval or refer you to a tradesperson or authority who will resolve this issue at the earliest opportunity.

- Emergency Electrician: 1300 439 997 (Ezzy R Electrics)
- Emergency Plumber: 03 9000 9272 (Frankly Plumbing)
- Emergency Locksmith: 1300 742 002 (Locksmith Express)
- Emergency Handyman: 0410 120 965 (Maintenance Now 247)

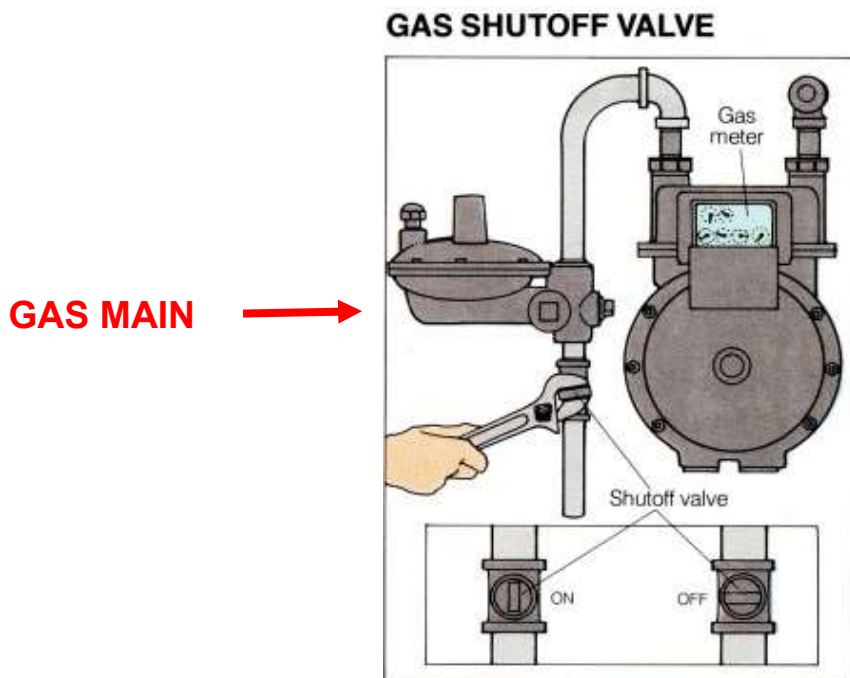
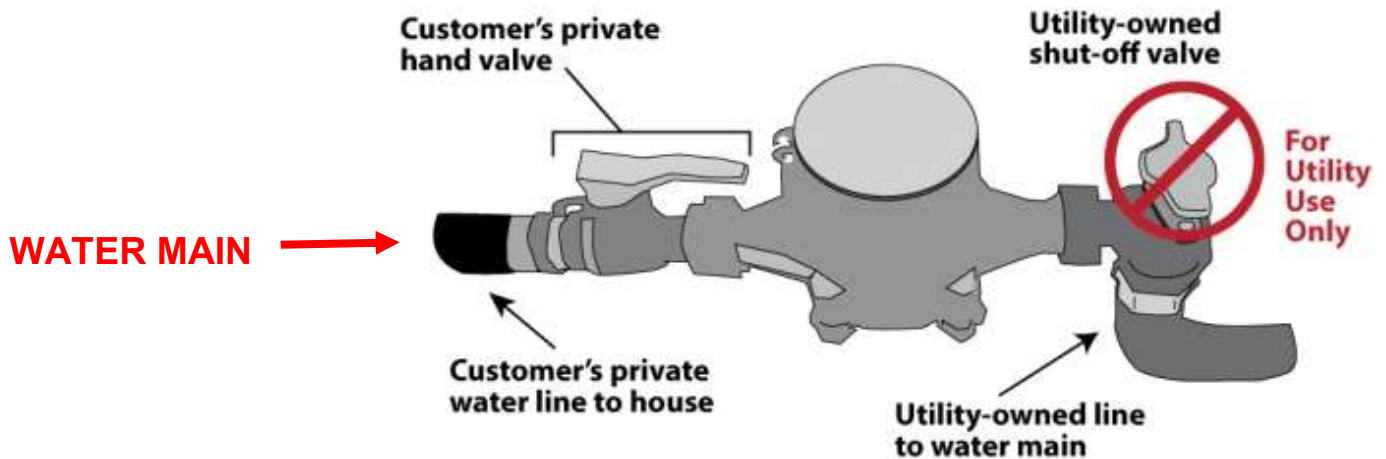
IMPORANT NOTE: Undertaking repairs without permission from SPM may incur you, the renter, costs, i.e. you could be held financial responsible for paying the invoice for the repairs if you did not first seek permission from SPM.

WATER & GAS MAINS:

In the event that you will need to turn off your water or gas main in an emergency you will need know where to locate your mains. Mains are likely to be located in your front yard often in a garden bed or along the fence line.

If the emergency is after hours and you have successfully stopped the water, you are required to ascertain whether a plumber is required. Please remember a plumber can be arranged by your property manager within office hours.

Plumbers can charge in excess of \$500.00 for a visit. If the issue can clearly wait, i.e. is not life threatening or seriously affecting you being in premises, then it is strongly advised you wait until office hours to contact SPM. If you call a plumber and it is determined by SPM that the issue was not an urgent matter, then you could face having to pay a hefty invoice from the tradesperson.



GAS MAIN →

POWER LOSS

Total power loss:

1. Check with your provider (AGL, Origin, Dodo, United etc)
2. Check with neighbours – is the entire neighbourhood out? (this is a provider problem)
3. Call our URGENT AFTER HOURS LINE 0421 981 178 (or 9773 2404 during office hours)

Partial power loss – fuse tripping (usually due to faulty appliances or having too many appliances in use at once).

1. Turn off all of your appliances and lights
2. Go to fuse box (wall unit full of switches) and try to push back the 'odd' fuse out (one will be up/down whereas the others will all be flicked in opposite direction).
3. If it stays in the ON position, go around the house, turning on all your appliances one by one to isolate the problem area.
4. Once you have located the problem area, if it is your appliance, remove it and do not use it again. Buy a new one or get it repaired. If it is a fixed appliance supplied by the owner, please take a photo of the appliance, email SmartPropertyManager@email.propertyme.com the photo, putting your address and "Maintenance Request" in the subject line. If the appliance is deemed an urgent repair also include "URGENT" in the subject line.

INSIDE A FUSE BOX



INDEX:

MOVING IN

- General leasing rules
- Rental payments
- Utility connections
- Removalists
- Contents insurance

THROUGHOUT YOUR TENANCY

- How to lose your bond
- Shared households
- Keys
- Solutions to common issues

VACATING

- Breaking the lease
- Vacating cleaning guide
- Bond claim form
- Vacating checklist

IMPORTANT NOTES

- Pest control – who pays what?
- Mould removal – do's and don'ts

MOVING IN

GENERAL LEASING RULES:

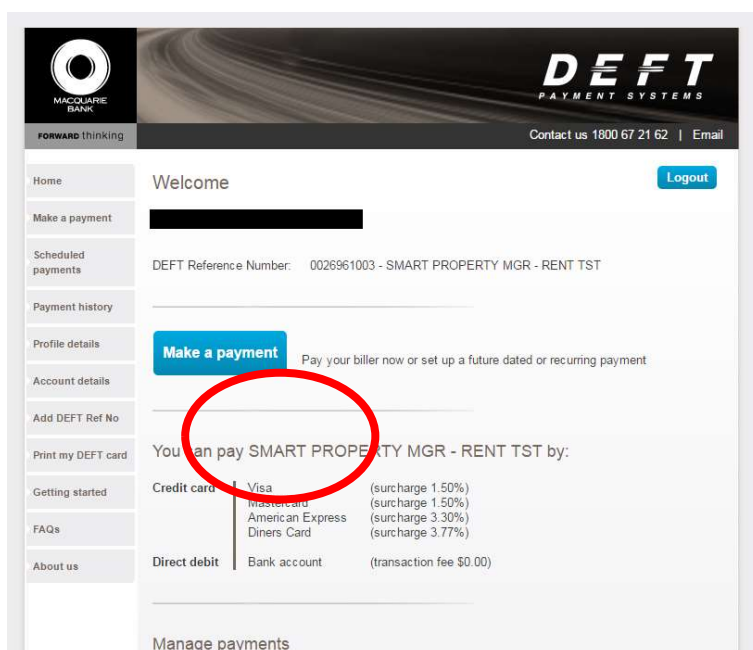
- Rent is payable by 26th day, monthly, in advance
- Rent period generally runs by the Calendar month
- Tenants are responsible for all utility connections except water (which the agent does).
- Tenants are provided with a copy of the Property Condition Report upon collection of the keys.
- Tenants have 5 business days to return their version of the report with any further notes/photos.

PAYING RENT THROUGH DEFT:

DEFT is an easy, quick way to pay rent online or on the phone. You can pay your rent through DEFT of from your Bank Account using the DEFT BPAY Biller Code and Reference supplied by SPM.

To make a DEFT payment, the **easiest way is by paying BPAY through your internet banking.** Otherwise **call 1300 301 090** and follow the prompts, or **go to www.deft.com.au** and follow the steps below:

1. To set up your DEFT account, click the 'Start Now button', enter the reference number from the DEFT card that has been provided to you, fill out your email address etc, and you're ready to go!
2. Enter your login details (email address is username)
3. Select 'Make a Payment', and follow the prompts. We recommend the use of the Direct Debit system, as not only will you be sure to have made timely payment of your rent, but you also incur less processing charges.



UTILITY, PHONE & INTERNET CONNECTIONS:

Unless you have asked SPM (via 1form.com) to contact ConnectNow to connect your services it is you, the renter's, responsibility to connect all utilities, except for your water supply. SPM will connect your water with the local provider using your details provided to us, effective from your lease commencement date. The owner pays the supply charges for your water, but you are responsible for paying the water usage charges. The Water Service Provider will contact you and send all usage charges to you directly.

REMOVALISTS:

SPM recommends removalists to ensure ease of move is conducted with no damage to your belongings or the property.

Stopwatch Removals: stopwatchremovals.com.au

Mini Movers: minimovers.com.au

Rocket Removals: rocketremovals.com.au

Man With A Van: manwithavan.com.au

RENTER & CONTENTS INSURANCE:- Can be a lifesaver if there is an emergency and you need to vacate the property quickly

Tenants are required to obtain their own renter and contents insurance. It is important for you to be aware that the owner's building and/or Landlords Insurance policy does NOT cover your contents and possessions. We strongly recommend you take out a contents policy to insure your belongings. Renters Insurance can also cover you for things like emergency accommodation if you need to urgently vacate the property in an emergency.

AAMI: aami.com.au

RACV: racv.com.au

Allianz: allianz.com.au

Budget Direct: budgetdirect.com.au

DURING TENANCY

4 Sure Ways to LOSE part of YOUR BOND:

1. Candle Wax

Candle wax does not come out of carpet and often leaves a permanent stain or coating on hard surfaces.



2. Missing/Broken Keys & Locks

Although they can sometimes be flimsy or temperamental, if you are ever having trouble with a key or lock, do not twist, turn, push or poke to a point where it may break. Be patient and try another key or another time.



3. Fake Tan & Hair Dye

If you are applying hair dye or fake tan at home, we strongly suggest using it on tiles or in the shower as it will wipe away easier. Upon saying this, if there is any discolouring throughout any grout or in the general premises this will need to be removed before your bond be returned.



4. Shower Grout

Dirty shower grout can be avoided. Cleaning the shower regularly with products like Exit Mould an/or JIF, and by applying a bit of elbow grease, is the easiest way to avoid dirty grout.



LODGING A MAINTENANCE REQUEST:

You can now manage everything related to your tenancy from the palm of your hand with [PropertyMe Tenant](#) — the new mobile app for tenants.

What can you do on the app?

- View all your relevant property and lease information
- See when your rent and invoices are due
- Log and monitor your maintenance requests
- Message your Property Manager directly
- See upcoming events like inspections
- Download and share all your relevant documents including invoices, receipts and lease agreements
- Plus much more!

How do you use the app?

1. Download the app from the [App Store](#) or [Google Play](#)
2. Log in with your PropertyMe email address and password
3. If you don't have a PropertyMe account, you will need to [create one](#)



IMPORTANT THINGS TO KEEP IN MIND:

Residential Tenancies Act 1997

61. Tenant must avoid damage to the premises or common areas.

- (1) A tenant must ensure that care is taken to avoid damaging the rented premises.
- (2) A tenant must take reasonable care to avoid damaging the common areas.

62. Tenant must give notice of damage.

A tenant who becomes aware of damage to the rented premises must as soon as practicable give notice to the landlord specifying the nature of the damage.

63. Tenant must keep rented premises clean.

A tenant must keep the rented premises in a reasonably clean condition except to the extent that the landlord is responsible under the tenancy agreement for keeping the premises in that condition.

64. Tenant must not install fixtures etc, without consent.

- (1) A tenant must not, without the landlords consent
 - (a) Install any fixtures on the rented premises
 - or (b) Make any alteration, renovation or addition to the rented premises.
- (2) Before a tenancy agreement terminates, a tenant who has installed fixtures on or renovated, altered or added to the rented premises (whether or not with the landlord's written consent must
 - (a) Restore the premises to the condition they were in immediately before the installation, renovation or addition, fair wear and tear excepted.

SHARED HOUSEHOLDS:

Shared households are a great way to secure a lease on a bigger/better property than you might otherwise been able to afford, were you to rent alone. There are however some very important fact is you should take into account.

Remember that by signing a lease you are signing a legal document. All parties are jointly responsible. **Rent must be paid in one lump sum not in dribs and drabs.** Appoint a head money collector or rotate the responsibility. If your household has particular needs regarding the payment structure please discuss it with us.

At the end of the lease a rental reference will be provided for the whole household, not individual parties. If someone in the lease wants to leave and the other parties are okay with this they need to pay the existing tenant back their share of the bond and then all parties (previous tenants, existing tenants and new tenants) need to sign a tenant transfer bond form which is then sent to the RTBA (agent has these forms). The agent must be informed in writing and any new tenants must complete an application form and be approved by the landlord. It is very important that all changes to the tenancy be advised otherwise the RTBA will affectively lock the bond because the signatures of the outgoing tenant did not match signatures of the new tenants. You may not be able to retrieve any bond if this is the case.

Please note: the changing of a lease to incorporate new tenants incurs an admin charge of \$300.00 + GST to the outgoing tenant.

KEYS:

Although we hold spare keys for most of our rental properties, please note we are not obligated to.

In the event that you lock yourself out or lose your house keys we cannot guarantee that we will be able to assist (office could potentially be closed or not have spare keys in possession). Therefore, we strongly suggest giving a spare set of keys to a friend or family member in case of an emergency.

If you are living in an apartment complex, many of these buildings have restricted key access. This means the key cannot be cut by a locksmith, additional keys can only be ordered through the Body Corporate. If you require additional restricted keys the Body Corporate will charge accordingly, most cost approximately \$50 each.

SOLUTIONS TO COMMON ISSUES:

HOW TO RELIGHT A PILOT LIGHT:

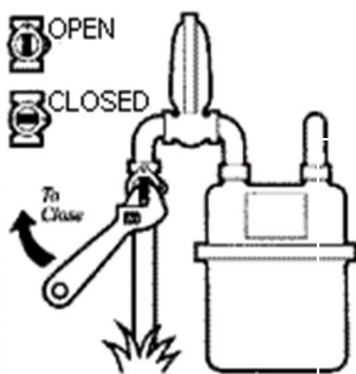
If you have a gas hot water service or heater and you have discovered your pilot light has gone out, the following steps will help you re-light your pilot light.

Ensure your gas supply is turned on

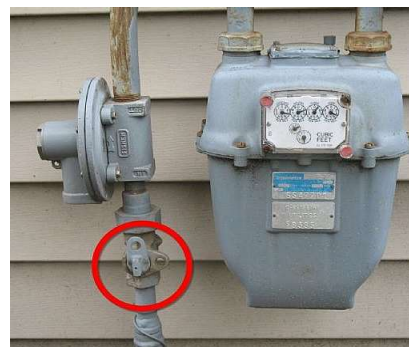
Your gas meter is generally located at the front of your property. It will have a shut off valve which must be in the vertical position (on). If your gas meter was found to be in the off position, you must firstly purge any air which may have entered the gas line when the gas meter was turned off. Air in the gas line will prevent you from relighting your gas hot water system.

The gas hot water pilot injector orifice is as small as a pin head.

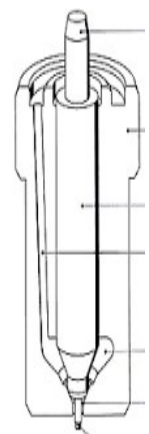
This only allows for a very small flow rate of gas to pass through. Trying to relight your gas hot water system's pilot flame may take hours if you don't know how to speed up the purging process.



GAS MAIN



PILOT INJECTOR



HOW TO RELIGHT A PILOT LIGHT (CONTINUED):

The orifices of your gas hot plate burners are many than that of the gas hot water pilot burners.

To speed up the purging process of air, simply light all of your gas hot plate burners. If all are lit you've successfully purged a substantial amount of air which may have been in the gas line. Once all are lit, safely turn all of the gas burns off.

Ensure the gas isolation valve or gas stop tap to your hot water system is turned on.

The copper line which provides gas to your hot water system will have a small isolation valve, located between knee and ankle height on the side of your hot water system. Ensure the tap on top of the valve is turned on. It shouldn't be sitting across the copper line but rather, in alignment with it



**SPEED UP THE
PURGING
PROCESS**

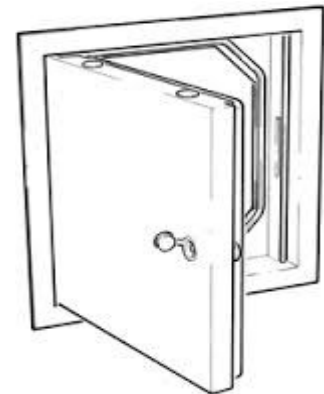


**GAS ISOLATION
VALVE**

YOUR HOT WATER SYSTEM:

Remove the gas hot water systems inspection panel

Most gas hot water inspection panels are removed in two steps. Firstly by sliding them vertically from the bottom finger hold, followed by swinging the base of the cover toward you.



Turn the gas hot water system's pilot button, to the pilot flame position.

Relight the pilot flame

Push down on the gas controller pilot flame button, whilst simultaneously and repeatedly pressing the ignition switch 5 to 10 times. Continue to hold the gas controller pilot flame button down for 15 to 20 seconds then release the pilot flame.

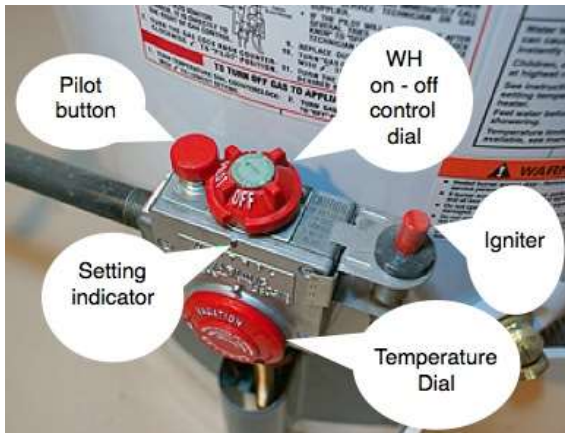
Check if the pilot flame is holding

If the pilot flame is holding move to the next step in these instructions. If the pilot flame has not held, repeat from the previous step. If you have repeated the previous step 5 or more times you may need to contact your agent as your hot water system may require servicing.



Turn the gas hot water system's pilot button to the Flame.

If you were able to successfully relight your gas hot water system's pilot flame, congratulations. Now, to ensure the safety of yourself step back from the gas hot water system, keeping your face, hands and body as far away from the hot water system's main burner as possible. Then twist the gas hot water system's pilot button to the 'flame' or 'on' position. Most gas controllers have a little flame icon marking the on position or it is marked with a series of numbers. 1 = low temperature, 7 = high temperature.



If your gas control knob does not twist, you may need to depress it slightly whilst attempting to twist toward the on or flame position.

If you have established a pilot flame and you have successfully twisted the gas hot water system's pilot button to the 'on' or 'flame' position, and the main burner does not ignite, contact your agent.

VACATING:

BREAKING THE LEASE:

This involves advising the agent in writing that you wish to break lease. The owner technically must give their permission for you to break the lease. If he/she refuses your only option is to apply to VCAT for a hearing to have the matter decided. If the owner agrees then the agent will begin advertising-**you will be responsible for all rental payments and some other costs until a new tenant is found.** You will also incur a letting fee and any advertising costs involved.

Should you have any questions about your lease agreement please consult our office. We do understand that life doesn't always go according to plan and prefer to work with you to resolve any problems with your lease/household rather than resort to VCAT action.

The most efficient way to communicate an non-urgent matter is to put it in writing by emailing smartpropertymanager@email.propertyme.com or sending a letter addressed to your property manager via post to PO Box 227, Balalava VIC 3182



PROCESS DURING A LEASE BREAK:

A lease is a binding legal document. When you sign a lease you are contracting to stay until the expiry date stated on the lease schedule.

If you decide to seek to end the lease before the expiry date you must seek the permission of the owner to do so. This must be in writing and submitted to SPM by email or mail.

If the owner agrees to release your lease, the following conditions will apply:

1. The rent will be payable until a suitable tenant has been found.
2. All advertising is payable by the tenant (sign boards, internet ads and any other material necessary to re-let)
3. The Residential Tenancies Act states that a tenant should pay a 'pro rata' letting fee. This means a portion of the letting fee equal to the part of the lease left to run.
4. The tenant must present the property in a neat, clean condition with electricity on.
5. The tenant is encouraged to assist with open house sessions and generally cooperate with making the property available for viewing.

All tenants are advised that the process of finding a new tenant may take between 2-8 weeks depending on the property and market conditions at the time.

Tenants requiring further information about their rights and responsibilities are able to contact Consumer Affairs Victoria.



VACATING SUMMARY:

- Advise agent in writing of your intention to vacate. At least 28 day of notice is required.
- Start assessing what is required to prepare the house for your bond return.
- Hire a handyman yourself if there's damage. If you're unsure, contact your property manager for a discussion. Sometimes, tenants can make the situation worse by attempting their own repairs. The most common example of this is trying to 'spot patch' where picture hooks have been on the walls. Usually the entire wall must be repainted.
- Book a reputable carpet cleaner and tile cleaner. Please note that if you have been at the property for more than 2 years OR have heavily soiled carpet, you'll probably need a heavy duty/professional clean. Cheap or substandard companies may be more expensive than you planned and you may find yourself up for costs of a second clean.
- Advise agent in writing of your intention to vacate. At least 28 day of notice is required.
- Start assessing what is required to prepare the house for your bond return.
- Hire a handyman yourself if there's damage. If you're unsure, contact your property manager for a discussion. Sometimes, tenants can make the situation worse by attempting their own repairs. The most common example of this is trying to 'spot patch' where picture hooks have been on the walls. Usually the entire wall must be repainted.
- Book a reputable carpet cleaner and tile cleaner. Please note that if you have been at the property for more than 2 years OR have heavily soiled carpet, you'll probably need a heavy duty/professional clean. Cheap or substandard companies may be more expensive than you planned and you may find yourself up for costs of a second clean.

VACATING CHECKLIST:

Upon vacating the premises all keys, remotes, manuals and any other documentation must be returned to our office on or before your vacate date. It is required that you fill out and return the Key Return/Vacate Checklist with your keys, remotes, manuals and other documentation being returned.

If your keys are not returned to the office on or before the final date of your tenancy you will be charged for each additional day until the keys are back in the possession of SPM.

- The property must be left in the same condition when you leave as it was when you moved in. This includes any garden areas attached to the property but not maintained by an owners corporation. Please check your ingoing condition report to be sure.
- Carpets must be professionally steam cleaned. Receipt to be provided either by email or when keys are returned.
- The property must be professionally cleaned, your receipt to be provided either by email or when keys are returned.

- Book your Cleaners early because good cleaning companies are very busy.
- Light globes (blown) to be replaced
- Report any maintenance issues or damage to the property so Smart Property Manager is aware during the Exit Inspection.
- ALL keys, including any you have had cut, and any remotes and fobs must be returned in person to our office during office hours of Monday-Friday 9am-5pm.
- NBN Box belongs to the property and must remain there.
- Mail Redirection must be arranged through Australia Post.
- Once keys have been returned, every day the property is not cleaned (to Smart Property Manager's satisfaction) will incur a daily fee equivalent to your daily rent.
- Post vacate you MUST leave electricity/power and gas connected at the property for at least 5 business days for Smart Property Manager to properly conduct an Exit inspection and test all lights, electrical appliances and gas appliances.

BOND CLAIM:

Upon vacating the premises you will receive an email from the Residential Tenancies Bond Authority, once your property manager had conducted a final inspection. Contact will then be made by SPM in regards to your Bond return amount. Should any deductions be required, your property manager will discuss this.

Your Property Manager has up to 14 days to settle a bond, if your property is left unclean or damaged this will delay the refund process.

VACATING CLEANING GUIDE:

By law, if the place you are renting was professionally cleaned before you moved in, it MUST be professionally cleaned when you move out.

SPM will have provided you a copy of the previous renter's cleaning receipt when you moved in. If you are unsure about this, please check with SPM before thinking about the clean. If you take the time to clean and you find out later that it should have been professionally cleaned, you may still be asked to have the property professionally cleaned and provide the receipt.

Otherwise some general cleaning tips are below:

Entrance Hall/Other Hallways

- Dust the skirting boards
- Dust the window sills
- Dust the light fittings
- Dust the venetians
- Clean grimy marks and scuffs on walls, cupboards, doors and around light fittings
- Remove spider webs
- Clean windows (internal & external)



Lounge/Living

- Dust the skirting boards
- Dust the window sills
- Dust the light fittings
- Dust the venetians
- Clean grimy marks and scuffs on walls, cupboards, doors and around light fittings
- Remove spider webs
- Clean windows (internal & external)



Kitchen

- Dust the skirting boards
- Dust the window sills
- Dust the light fittings
- Dust the venetians
- Clean grimy marks and scuffs on walls, cupboards, doors and around light fittings
- Remove spider webs
- Clean around kitchen sink
- Wipe down all benches
- Wipe down tiled areas/splashbacks
- Clean exhaust fans (soak in hot soapy water)
- Clean oven, griller and hot plates
- Clean windows (internal & external)



Bedrooms

- Dust the skirting boards



- Dust the window sills
- Dust the light fittings
- Dust the venetians
- Clean grimy marks and scuffs on walls, cupboards, doors and around light fittings
- Remove spider webs

Bathrooms

- Dust the skirting boards
- Dust the window sills
- Dust the light fittings
- Dust the venetians
- Clean grimy marks and scuffs on walls, cupboards, doors and around light fittings
- Remove spider webs
- Clean windows (internal & external)
- Clean around, inside and outside of the toilet
- Clean shower glass until it is crystal clear
- Clean shower grout until it is white
- Clean basin, vanity, mirrors and tiles



Laundry

- Dust the skirting boards
- Dust the window sills
- Dust the light fittings
- Dust the venetians
- Clean grimy marks and scuffs on walls, cupboards, doors and around light fittings
- Remove spider webs
- Clean windows (internal & external)



General

- Split Systems – remove filters and clean with a clean Soft brush, unless they are greasy, in which case, Submerge in warm water with dishwashing liquid, clean With a clean soft cloth, rinse and dry

IMPORTANT NOTES:

PEST CONTROL - WHO PAYS WHAT?

The *Residential Tenancies Act 1997* does not supply a ready answer to this question. It does not say that you are responsible for pest control of the premises, nor does it say that the landlord is responsible.

It's clear that a landlord, or their agent, is obligated to maintain the premises in good repair and in a state fit for you to live in (clause 55 of the *Standard Residential Tenancy Terms*). They are also required to make repairs when necessary (clause 57) but can this be extended by analogy to cover fumigation for pests?

The Standard Residential Tenancy Terms say that tenants must keep the place clean and not damage the premises (Clause 63). If you follow your responsibilities under the Act and don't cause an infestation of pests, then the landlord will be responsible for pest control as part of their responsibility to maintain the premises.

You will only be responsible for pest control if you have caused an infestation, for example by keeping pets on the premises. If you do your own pest control or have a professional pest control carried out it is important to keep receipts and a record of what you have done. If there is a dispute about pest control, this evidence can show that you have taken reasonable steps to reduce any pest control problem.

An important factor in this type of situation might be evidence as to why the vermin are there in the first place. Getting a pest-control person around for an obligation-free inspection might be helpful here. A landlord is much more likely to accept the cost of fumigation if he or she is convinced that the presence of the vermin is not a result of the tenant's conduct.

As always, keep records such as photos of the pests, copies of quotes or receipts, and put all correspondence in writing (sign, date and keep a copy)

MOULD REMOVAL – DO'S AND DON'TS

- As soon as you notice mould, eradicate it as soon as possible. It is hard to remove mould that has been present for a while.
- Do not dry brush the area! This could release spores into the air, spreading the mould further and potentially causing allergic reactions.
- **Treat mould effectively:**
 - Tea Tree oil is effective - A 3% solution (or 2 teaspoons) in a spray bottle with 2 cups of water will suffice. Shake well before each use.
 - White Distilled Vinegar is effective – An 80% white fermented vinegar (available at supermarkets) solution (800 ml white vinegar to 200 ml water). After applying the mixture via a spray bottle, leave for at least 20 minutes, then lightly sponge mould away with clean water. Popcorn ceilings should be scrubbed and further treated with a 3% baking soda solution.
 - Brush and scrub dead mould away. Killing mould alone is insufficient, it must be removed to prevent a reoccurrence.
 - **Do NOT use bleach until all the Mould is killed and removed!** Bleach has a high pH level, which makes it ineffective at killing mould. Use only after mould is killed and removed to reduce mould stains.



If you are unsure of any of your responsibilities as a renter. First check with Consumer Affairs. If you are still unsure after that, please contact SPM.