

# Tenancy Agreement Inclusions

To ensure that your property is respected by your tenants, the following are suggestions for landlords to include in tenancy agreements;

- Include a list of incidental charges regarding damages to the property
- Clauses regarding behaviours that will permit eviction. This could include:
  - o Anti-social behaviours
  - o Excessive numbers of people on the property causing disruption
  - o Property damage
  - o Use of illicit drugs
  - o Supplying minors with alcohol
- Information that outlines rubbish and recycling collection protocol
- Car parking
- Noise restrictions (according to local regulations)
- Use a guarantor for tenants under the age of 18 years



## Surf Coast Shire

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## Private Rental Advisory Guidelines

**SURF COAST SUMMER 2010**

**GOOD TIMES  
GREAT BREAKS**  
RESPECT THE PLACE, LOOK AFTER YOUR MATES

**The Surf Coast Shire is an increasingly popular tourist destination. With many tourists opting to rent privately, there have been a number of community concerns regarding the short term and holiday private rental properties due to lack of local management. These concerns include;**

- ◆ Increased levels of noise and disruption to permanent residents
- ◆ An increase in anti-social tenant behaviours
- ◆ Increased litter
- ◆ A general lack of respect for the community and its members

The following recommendations have been developed to facilitate effective communication between local residents and private landlords to improve living conditions and to ensure that everyone can enjoy the Surf Coast Shire.

## Landlords

The increase in tourists opting to rent privately over holiday periods has also increased community concerns regarding the management of these properties and their tenants.

Excessive noise and partying behaviours in short term and holiday rental properties has been disruptive and potentially intimidating to local residents.

To reduce these issues, we suggest the following:

- Register with a local real estate agent.
- Make a point of introducing yourself to the property neighbours
- Ensure that you, or a local representative are contactable if there are issues with the property
- **If police presence is required, call 000 and encourage your tenant to do the same**
- Encourage tenants to keep noise at acceptable levels
- Be mindful of property neighbours
- Restrict the use of glass on the property

## Residents

Options available to residents to address issues on private properties have been unclear. The following guidelines may help residents to address issues on privately managed rental properties.

- Get to know the landlord or local representative of the property
- Introduce yourself to the tenants, so they can they appreciate your work and living situation
- **If you feel police attendance is necessary, call 000**
- If you are seeking specific information regarding the property and your rights as a resident, you can contact the local police station on:
  - o Lorne: 03 5289 2712
  - o Torquay: 03 5264 3400
- If the property is constantly being a problem; contact the Health Department with a written complaint that includes the address of the property and outlines the concerns.

## Calling 000

**Calling 000** is important for several reasons, and the choice between **calling 000** and calling the local police station can make a big difference to how police can respond to your call.

### CALL 000 WHEN:

- To report noise concerns
- You need police presence
- When there is an emergency
- If you need to contact other emergency services

### CALL THE LOCAL POLICE STATION WHEN:

- You are seeking **information** regarding specific issues
- You do **not** require immediate police presence

