



Tenant Guide

Renting in New South Wales with Rite Properties

Renting with Rite Properties should be straightforward. This guide walks you through each stage — from applying, to moving in, living in the home and moving out — and points you to the official NSW resources if you need more detail.

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1. Before you apply

Inspect the property in person (or by video if you can't attend) before you apply. Look past the styling: check water pressure, mobile reception, storage, natural light, heating and cooling, and how the home feels at the time of day you'd normally be there.

- Note anything that needs fixing and ask us whether it will be done before you move in.
- Ask about the length of the lease, the date the property is available and whether pets would be considered.
- Check the commute, parking and public transport at the times you'll actually travel.

2. Applying for a rental

Complete a Rite Properties Rental Application Form for each adult who will live in the home. A complete application with supporting documents is processed much faster.

- Proof of identity (for example a driver licence or passport, plus a secondary ID).
- Proof of income — recent payslips, an employment letter, or Centrelink statements.
- Rental history or references, and contact details we can verify.

The rent advertised is the rent asked — in NSW agents can't invite or encourage applicants to offer more than the advertised rent. You should not be charged a fee to submit an application or for background checks.

Tip: Keep a digital folder with your ID, payslips and references so you can apply quickly when the right home comes up.

3. Signing the lease and paying the bond

If your application is approved we'll send you the residential tenancy agreement to read and sign, along with the information statement NSW requires landlords to give new tenants. Read the agreement carefully, including any additional terms, and ask us about anything you're unsure of before you sign.

- Rent in advance: you can't be asked to pay more than two weeks' rent in advance.
- Bond: usually up to four weeks' rent. Bonds in NSW are lodged with NSW Fair Trading (for example through Rental Bonds Online) — not kept by the agent — and you'll receive confirmation once it's lodged.
- Keys are handed over once the agreement is signed and the bond and first rent payment have been made.

4. The condition report

Before you move in we'll give you a condition report describing the state of every room. It's one of the most important documents in your tenancy, because it's what the property is compared against when you move out.

- Walk through the property and note any marks, damage or items that don't work.
- Take dated photos to support your notes.
- Sign and return your copy within seven days of moving in, and keep a copy for yourself.

5. Paying rent

Pay rent on time by the method set out in your agreement. Landlords in NSW must offer a way to pay rent that doesn't cost you a fee, and you're entitled to a record of every payment you make.

- Set up a recurring payment a day or two before rent is due so it's never late.
- If you're going to have trouble paying, contact us early — we would much rather talk options through than issue a notice.
- Rent can't be increased more than once in a 12-month period, and you must get at least 60 days' written notice of an increase.

6. Repairs and maintenance

Report repairs as soon as you notice them using the Maintenance Request form on our website — photos help us send the right tradesperson the first time. Small problems reported early stay small.

Urgent repairs are ones that put people at risk or could cause further serious damage, for example:

- A burst water service or a serious water leak
- A blocked or broken toilet
- A serious roof leak, flooding or serious flood damage
- A gas leak or a dangerous electrical fault
- Serious storm, fire or impact damage
- Failure of an essential service such as hot water, cooking, heating or laundry
- Anything that makes the home unsafe or insecure

Tip: For urgent repairs, submit the form and phone us straight away. Don't arrange your own tradesperson without speaking to us unless you genuinely can't reach us — the rules about recovering the cost are strict.

You're responsible for damage caused by you or your visitors, and for keeping the home reasonably clean. Tell us about any damage promptly, even if it was an accident.

7. Living in the property

- Keep the home and garden reasonably clean and tidy, and dispose of rubbish properly.
- Be considerate of neighbours — noise and parking are the most common complaints.
- Ask us in writing before making changes such as hanging heavy items, painting or installing fixtures. Minor changes are often approved.
- Smoke alarms must stay connected and working; tell us if one beeps or fails.
- Thinking about a pet? Ask us — you can apply to keep a pet and we'll respond in writing.

8. Inspections and access

We carry out routine inspections to check the condition of the property and pick up maintenance early. You'll always receive written notice first, and inspections are limited in how often they can occur. You're welcome to be present.

We or a tradesperson may also need access for agreed repairs, valuations, or to show the property to prospective tenants or buyers near the end of a tenancy — again, with the notice the law requires.

9. Ending your tenancy

If you want to move out, give us written notice. How much notice you need depends on whether your fixed term has ended — check your agreement, and talk to us early if your circumstances change mid-lease. Ending a fixed-term lease early may mean paying a break fee.

- Clean the property thoroughly, including inside cupboards, ovens and windows.
- Repair any damage beyond fair wear and tear, and remove all your belongings and rubbish.
- Return every key, remote and access card on or before the last day.
- We'll complete an outgoing inspection against the condition report, then the bond refund can be claimed through NSW Fair Trading.

10. Useful contacts

- Rite Properties — 17 Wianamatta Circuit, Cattai NSW 2756 · +61 0423 752 154 · info@riteproperties.com.au
- NSW Fair Trading — renting information, bonds and dispute help: fairtrading.nsw.gov.au · 13 32 20
- Rental Bonds Online — lodging and claiming bonds: through the NSW Fair Trading website
- NSW Civil and Administrative Tribunal (NCAT) — tenancy disputes: ncat.nsw.gov.au
- Tenants' Advice and Advocacy Services — free advice for NSW tenants: tenants.org.au

This guide is general information prepared by Rite Properties for its tenants. It is not legal advice and does not replace your residential tenancy agreement or NSW law. Rules change — check NSW Fair Trading for the current position or contact us with any questions. Last reviewed October 2026.