



A GUIDE TO RENTING PROPERTY IN MILDURA

www.tierneyrealestatemildura.com.au



WELCOME TO MILDURA

Fine, mild weather, unique local food and fresh produce, world class wines, stunning restaurants, and a vibrant arts culture... are just some of the many attractions Mildura has to offer.

The Mildura region (also known as Sunraysia) is a flourishing and dynamic area with a rich past and a bright future, with a population of 59,000 people and expected to continue growing, estimated to reach almost 71,000 by 2031, an increase of over 9,000 people.

Strategically located at the junction of Victoria, New South Wales and South Australia, Mildura is connected to the rest of Australia and indeed the world through major road, rail and air infrastructure. Situated approximately 550 kms north-west of Melbourne and some 400 kms north-east of Adelaide.

Mildura Airport is located 9.3km from the centre of Mildura. Qantas, REX and Virgin operate several flights daily from Melbourne, Sydney, Adelaide and Broken Hill. It is one of the busiest regional airports in Australia, in 2016 the annual passenger movements reached a record high of 217,500. This is an increase of more than 8,000 passenger movements for the year and an increase of 45,000 annual passenger movement since 2009. Charter services are also available through Ramair and Pearson Aviation Mildura.

The Mildura Airport facilities underwent renovation in September 2012, a \$6.4m revamp completed to modernize the airport, as well as increase its passenger handling capabilities to support future air travel growth. The Airports' runway underwent a \$25m upgrade in September 2017.

The facilities and services provided in Mildura are extensive and include shopping, entertainment, professional and business services, health and education, civic and government services. There are around 5200 businesses in the city.

The city's central business district is located just a short distance from the banks of the Murray. Langtree Avenue is the main shopping and dining precinct in Mildura. The other major retail precinct is along Fifteenth Street in the Mildura South area, where an undercover shopping mall and several big name stores are located.

A popular tourist destination, Mildura delivers delicious local produce, breathtaking natural beauty and a glorious Mediterranean climate with an average annual maximum temperature of 24°C, and an annual rainfall of 284mm. The still conditions make Mildura ideal for hot air ballooning and the Mildura International Balloon Fiesta attracts many visitors. The Australian Inland Botanic Gardens, located nearby in Mourquong is another popular attraction which draws visitors to the city.

Mildura services surrounding agricultural areas and mining and resources towns. It is also a base for regional industry with expanding industrial land available in two key non-urban estates, Thurla and Koorlong. Agriculture and aquaculture, food and beverage manufacturing are large export industries for Mildura, drawing on Mildura's location on the Murray River and surrounding quality irrigated and non-irrigated rural land.

WHY MILDURA

HERE ARE 8 REASONS...

1 A rich history

Many Aboriginal people lived around the site of Mildura because of the abundant food. Local tribes included the Latje Latje and Yerre Yerre. The first Europeans in the area arrived in 1857 and brought sheep to graze the rich pastures.

2 Quality Accommodation

All tastes and budgets are well catered for. From 4-star historic and grand hotels, to resort-style accommodation; plush new apartments and holiday homes; Mildura is known for its unique accommodation experiences, from cruising the river on a luxury houseboat, camping near one of the many beautiful river beaches, or a stay in the Shearers Quarters at Mungo National Park.

3 World class Education facilities

The Mildura region has a diverse range of educational institutions, including two universities, two TAFE campuses, approximately 20 other training providers and over 45 schools.

4 Arts & Culture

Mildura is a regional arts hub with a vibrant local community of writers, artists and performers. Mildura is home to many galleries showcasing local artists as well as travelling exhibitions.

5 The Mighty Murray

One of Australia's longest rivers, the Murray River provides for endless outdoor activities, making Mildura a hub for watersports, paddlesteamers, fishing and boat cruises.

6 A foodies delight

Mildura is a major horticultural centre notable for its grape production, supplying 80% of Victoria's grapes. Many wineries also source grapes from Mildura. It also produces more than 70% of Australia's dried vine fruits. Other key crops produced in the district include citrus, almonds and dried fruit. Known as a major 'food bowl' Mildura prides itself on the abundance of fresh, locally grown produce.

7 Superior Healthcare

Mildura Base Hospital is a 165 bed tertiary teaching Hospital. The hospital provides a range of acute Services including Emergency, Maternity, Intensive Care, Surgery, Oncology, Medical Imaging, Dialysis & Mental Health. In addition Mildura Health Private Hospital is a not for profit 50 bed acute medical, surgical and day procedure hospital.

8 Sporting activities in Mildura

Tennis, bowls, motor sports, river sports, skiing wakeboarding and more are just some of the sporting activities enjoyed in Mildura. The greens used by the Sunraysia Bowls Association are considered among the best in Australia, with many bowls carnivals held in the region.

The Mildura Lawn Tennis Club has grass, synthetic and hard courts that have been used for tournaments contested by some of the world's best players and are popular with local and visiting players. The 1998 Davis Cup Tennis tie between Australia and Zimbabwe was played here. Every year players flock to the region to participate in the Mildura Easter Open Tournament.





TIPS ON RENTING THE IDEAL PROPERTY

Mildura attracts a wide range of people who increasingly come to work and live in our sought-after region. All prospective tenants will at some point be faced with the challenge of finding a new home amongst the vast number of properties on offer in Mildura. Searching for the ideal property can often be a daunting and time-consuming exercise but with a little preparation you can make your search so much simpler and in most cases enjoyable.

Checklist Make a comprehensive list of what is important to you as it will make the process of searching for a property much easier and faster. Viewing of properties may prove to be time consuming and is therefore advisable to do as much research and preparation as possible.

Budget A crucial point at this stage is to establish the price range you can pay for the property. It is important that you are realistic when it comes to budget as you need to keep in mind the extra costs involved i.e. water usage, electricity, gas etc.

Location Try to limit your search as much as possible to a few desirable locations. People who have been here before or have researched Mildura may already know where they would like to live. If you are new to the area it is advisable that you take the time to explore Mildura as much as possible.

Travel Distance If you are here for work – commuting times are not usually long, however there are certain locations where the distance to your work place may be taken into consideration.

Property Type Once the basic requirements, area and price are firmly established you can then narrow your search by deciding on the property type, for example, houses, townhouses, units, apartments. You may not find a property to rent which exactly matches all your criteria but having a clear picture in your mind and deciding on the area and price before arranging open house inspections will help to prevent a waste of your time and effort.

Special Needs we understand that in some instances you as the tenant may have special needs and require adjustments to the property, for example, ramps and rails etc. As your property manager we will do our best to ensure all needs are catered for where practicable.

Every prospective tenant has a different set of priorities. Once you have your bases covered then leave it in the hands of one of Tierney Real Estates' Property Management experts (all of which have extensive experience of the local market and knowledge of all it has to offer). We will be sure to find you the perfect home making your time in Mildura a pleasant and enjoyable experience.

THE RESIDENTIAL TENANCY AGREEMENT

In Victoria the Residential Tenancy Agreement comes under the Residential Tenancies Act 1997 (section 26-1) and the Residential Tenancies Regulations 2008.

Durations and Right of termination

A residential lease agreement is usually 6 or 12 months. At the end of the lease the tenant and landlord can negotiate to either renew the lease for a further 6 to 12 months or continue the lease as a periodic lease which means that the tenant can continue on a month to month basis. If the tenant is wanting to give notice to vacate they will be required to do so in writing. 28 days' notice is required in Victoria and 21 days in NSW.

Security Bond

Your bond will be lodged with the Residential Tenancies Bond Authority if in Victoria or Rental Bonds Online in NSW. The bond is held as a security against any damaged or undue wear and tear. The bond will be refunded promptly after you vacate, provided the property is left in the same condition as when the Residential Tenancy Agreement commenced (allowing for wear and tear) and there are no other monies owing.

Inspections

Throughout the period of your tenancy, Tierney Real Estate will inspect your premises after you have been provided with up to 7 days' notice. These inspections are beneficial to both you and the landlord as we are able to assess any maintenance required. The first inspection will be made three months after you have moved in.

Our office will contact you in advance to make arrangements for a mutually convenient time. Following the first inspection, all further inspections for routine purposes will be conducted on a six-monthly basis.

Change of Tenant

The landlord approves the tenancy in the names stated on the lease agreement only. If a new tenant wishes to occupy the property, their application must be similarly approved before moving in.

Any change in occupancy will affect the bond refund process when you vacate. As your landlord/property manager no longer controls this process, it is imperative that the procedures as set in the Residential Tenancies Act 1997 are strictly adhered to. Contact your property manager to confirm this process.

Repairs and Maintenance

All repairs and maintenance requests are to be advised via phone call or email.

We endeavour to respond to all requests promptly, however, certain repairs require the landlord's approval and/or quotes before any work can commence, so unfortunately a delay may be experienced on some occasions. In some instances, the landlord may not approve the repairs, so please do not assume your request will be automatically approved.



5 STEPS TO THE RENTAL PROCESS

If you have never rented a property before, the process may seem a little confusing to begin with. Throughout the entire process from time to time, you may be left wondering what happens next? Our dedicated and friendly Property Management staff are best positioned to guide you through every step of the decision-making process. At Tierney Real Estate we continue to strive to deliver exceptional and personal service which surpasses our client's expectations and aim to use all of our experience and market knowledge to reduce your stress levels to the point of non-existence. Here is a guide we have compiled for you in what to expect during the renting process:

1. Shortlist Suitable Property

This refers to the initial hunt for suitable and available options. There is no better place to start than by logging onto our website www.tierneyrealestatemildura.com.au and using our specifically designed filter to view listings that meet your specifications in the area of your choice.

2. Open House Inspections

After deciding on a few possible options, one of our property managers will schedule with you a time to view the property. The appointed property manager will meet you at the property, while viewing properties you may also wish to take more photos and compare notes from other houses you have inspected.

3. The Application Process

The next step in the leasing process should you have made the final decision is to put forward your application form to the property manager, who will guide you on what happens next. Once the application form has been submitted, one has to wait until the landlord responds – in most



instances this takes a matter of minutes or hours and one can often move into the property within a couple of days depending if the property is vacant or not.

4. The Lease Signing

The property manager will give you a copy of the unsigned document, read it carefully and make sure you understand it. This is a very straightforward process. Each page will require your initials to prove that you have been made aware of everything in the lease. You will also be given a copy of the lease and an incoming condition report to take with you for your records. Prior to collecting the keys, you are required to pay two weeks rent and a bond. A bond acts as a security that you will meet the terms of your tenancy agreement. You will be given a booklet 'Renting a home: A guide for tenants' which provides a summary as approved by the Director of Consumer Affairs Victoria of the rights and duties of a landlord and tenant under a tenancy agreement.

Under section 66 of the Residential Tenancies Act 1997 (the Act) landlords and agents must give the tenant this guide on or before the day they move in.

5. The Move In

On the agreed move-in date, after the lease has been signed and required payments made you will be given a set of keys and/or remote. Here you will want to do an initial walk through of your property. Look for any damage to walls, cracked windows or any other items that may have not been noted on the incoming condition report. Be sure to note any differences so that you will not be held responsible at the termination of the agreement. It is finally time to enjoy your new home!

RENTING COMMERCIAL PROPERTY IN MILDURA

Finding the right location for your business takes a great deal of detailed planning and forethought. Whether you are relocating your business from another town or expanding from an existing office it is important to know all the ins and outs of the business relocation before making your move. You would certainly want to make sure that your new office space is suitable and will help your business grow. Our consultants can assist you with information in helping you to reach a decision.

Space

Consider the space you need and plan for the future

It is important that you gauge what your space requirements are from the start. As for the internal area plan to ensure you have adequate space for the use you are planning.

Location

Is location importation to your business?

If you are a business in need of a ground floor with high passing trade and foot traffic then this is highly important and prices will inevitably be higher.

Budget

During negotiations it is important that you have the right budget in mind

Our agents will provide you with all the current market rental costs. Use the market knowledge and experience of our property managers and make offers on the asking price of the space you are after or see if there is any other way to lower the rent amount.

Lease Options

Read the prospective lease thoroughly

Lease options provide Commercial Tenants with the right to the tenancy for the whole period of the terms provided by the options subject to their exercise of the option for a further term/s. Generally lease terms are negotiated on the clients needs.





"Thank you for looking after our property
so wonderfully. We just had complete
trust in you and that is everything"
-Landlord, 73 Magnolia Avenue Mildura

www.tierneyrealestatemildura.com.au

External Resources: Much of this Information Brochure has been compiled through the use of externally researched sources and reports:
Mildura Rural City Council www.mildura.vic.gov.au | Mildura Development Corporation www.milduraregion.com.au | Mildura Tourism www.visitmildura.com.au | Wikipedia en.wikipedia.org/wiki/Mildura
Regional Development Victoria www.rdv.vic.gov.au | Australian Bureau of Statistics www.abs.gov.au | Sunraysia Institute of TAFE www.sunitafe.edu.au | LaTrobe University www.latrobe.edu.au/mildura/
Grow Mildura Region www.growmilduraregion.com.au



MILDURA'S PASSIONATE PROPERTY PEOPLE

Our tenant relationships are very important to us and our dedicated property managers are committed to providing assistance and satisfaction. They are readily available to help with any issues that may arise. Meet our Property Managers, Mildura's Passionate Property People, Annette Bulzomi & Sharon Williams.

Sharon Williams

Property & Development Manager

Caring & approachable, Sharon's positive 'can do' attitude provides her with a natural ability to solve problems and provide a personalised yet professional approach in all areas of Property Management and Sales.

A Mildura local born & bred, Sharon is passionate about all things real estate. With 18 years' experience in Real Estate behind her, Sharon is excited to hone her skills in both Property Management and Sales in her role as Property and Development Manager.

Reliability & enthusiasm are some of Sharon's strongest qualities, these attributes help Sharon to resolve issues as they arise to ensure that her clients receive the exceptional level of service she has become known for. There is no doubt that these qualities contribute substantially to Sharon's success in real estate.

Annette Bulzomi

Senior Property Manager

A dedicated Property Manager since 2004, Annette possesses all the tools and resources to expertly manage your investment property.

Annette's professional and attentive nature, excellent judgement, extensive knowledge, and her firm but fair approach in assisting with careful selection of tenants, ensures that every client enjoys a seamless and stress-free experience throughout the entire management process. Her knowledge of rental trends and legislation is on point and she is always motivated to give help and advice to our clients so they can make informed decisions regarding the management of their investment. In addition, Annette is qualified in Commercial Property Management, having undertaken the Commercial Property Management Fundamentals Course with the REIV, Annette she has numerous commercial properties under her management. Popular with her team and well-liked by her clients, Annette's easy communication style and friendly spirit brings a great dynamic to our team. A qualified interior designer, outside of work Annette enjoys property styling, and staging houses for sale.

**Property owners, for further information see over.
Or phone our expert property management team on 5022 9200.**



“ If you are a property owner you may be missing out on extra level service and potential income by not contacting us. ”

At Tierney Real Estate we provide an end-to-end property management service you can depend on.

With over 30 years combined local experience, you can be assured our team of REIV accredited Property Managers are astute and well versed in local and industry knowledge. We manage properties of significant quality throughout the Mildura region ranging from small units, to townhouses, and multi million dollar properties.

By industry standards, each Tierney Real Estate property manager only controls a small number of properties. Of course, this is a deliberate policy and ensures we are well placed to better protect your asset.

We know the rental market, how to reach potential tenants and how to secure you a quality tenant for your property.

We offer a comprehensive marketing strategy which targets quality tenants from our existing database and various contact points. Applicants are then put through a rigorous application process including reference checks so we can match you with the right tenant for your property. Our team will take care of the entire property management process for you.

If you would like a Tierney Real Estate property manager to provide you with a free rental property appraisal please phone our office on 5022 9200, alternatively visit our office, located at 25 Madden Avenue, Mildura.