

## Quick guide for first time users

Welcome to Aussie Renters and thank you for becoming a member. This booklet combines our Legislation with Explanation with the beginners guide to work out how to use what we have on offer.

This booklet will provide a glimpse at the letters we have on offer, each being listed under the section relevant to the material. We have placed the “how to” instructions at the being of this document with the input required to generate your letter.

Locating all your documents at a click of a button and if you need our help, having the documents stored and saved using our format will allow us to help in minimal time. By using our format, we can read what is in your electronic documents at a glance too! We recommend the electronic recording however if you prefer the manual way, please feel free to record and file this way. If you strike trouble at the end, only the documents that you will be relying on as evidence will need to be scanned (if you require our help).

The booklet has been set out to start you up and then manage your tenancy:

1. Download our TERMS from our website under Packs
2. Set up your new system
3. Login to our website
4. Select the letter you wish to process
5. Receive your letter via email
6. Record your letter and distribute
7. Record responses and make additional notes

As we make more letters and packages, this booklet will be updated. If you belong to our Newsletter group, we will email you an updated version as they become available.

Aussie Renters is the beginning of what has been desperately needed, for decades, a way of managing your tenancy on our **TERMS!**

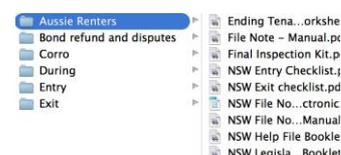
## Tenancy Electronic Record Management System

Our **TERMS** has been designed specifically for the tenant and by using our system to manage your interactions with the rental property, you will be more organised as well as knowing more of your rights.

The first step to setting up a reliable tenancy management system is to keep a journal, a register of sorts. Attach the documents to this register and it creates the easiest system to manage your documents and correspondence while creating your own tenancy history.

To get started using our **TERMS electronically**, please:

1. **Click** the logo to download the zip file located in **Packs**
2. **Save** the zip file to your Desktop or MyDocs
3. **Double click** the zip file and the folders will be saved to this location
4. **Open the Aussie Renters** folder and locate the **Master File Note Register (register) electronic version**
5. **Make a** shortcut to the **register** placing it on your desktop. If you prefer, cut and paste the **register** to your desktop
6. **Scan** all documents relating to the property, placing the scans into the applicable folders
7. **Rename** each file/document using our format listed on the next page (you can read each filename at a glance this way)
8. **Link** the relevant documents to your **register**
9. **Create a file note** for each different issue or activity i.e. moving in or tap washer needs replacing. These can be done manually by printing copies of the **manual file note** saved in the **Aussie Renters** folder
10. **Create a new reference number** for each issue or activity and type it on the **register**
11. Write the **number** in the box at the top right hand corner of the **file note**
12. **Calculate** the days it took to repair or fix a previous request before finalising the **file note**
13. **Continue this process with all your documents until you have them neatly filed with the file note placed on the top of the bundle as your header page. Make any notes on the file note to remind yourself of anything important**



To get started using our **TERMS manually**, please:

1. **Click on TERMS** to download the zip file located in **Packs**
2. **Save** the zip file to your Desktop or MyDocs
3. **Double click** the zip file and the folders will be saved to this location
4. **Open the Aussie Renters** folder and locate the **Master File Note Register (register) electronic version**
5. **Print** a copy (or two) and file it at the beginning of your filing system, in a plastic sleeve or a couple holes and into a folder
6. **Follow the process 9 to 13 above**

Working out how you physically file the documents is up to you however filing them in numeric order with the register, will be the best way to retrieve the hard copies. The

**file notes** can be printed on coloured paper to help with separating each file and an A4 document box will do the job if you hate filing. Make sure you staple or clip the **file note** to keep the relevant information together or place in a plastic sleeve with the **file note** on top as the header page.

Aussie Renters can mail you a personalised copy of our **Take Action Tenancy Pack** in a 13 Pocket Expanding File with tab dividers to store your important documents.

## How to generate and use our letters

Our library of professional letters will grow continually. We would like our members to request letters, if you cannot see something similar listed on our website. The more we have, the better we serve the Aussie Renters.

To request a **letter**, you must be logged into our website. Membership, our **TERMS** and the **letters** are free to use (except for one being the **Bond Refund Negotiation Package**) however if you are not logged in, the **Add to Cart** button will appear instead of the input form created to receive your personalised information.

All **letters** will arrive via email along with the applicable **file note**. We put them together for you and check that the formatting is correct, saving it in the format listed in our **Help File** before emailing the document to you. For easy access, we have included a complete copy at the end of this document.

**Letters** are located in one central place along with the **file notes** and anything that belongs directly to your state or territory to select from. You will find some responses are directly relating to a particular state, please do not select that response if you do not live there. Each state or territory has their own specific rules and we have created some sentences or a paragraph relating directly to a particular section of the Act.

When your letter and file note are emailed to you, we ask that you download and save them to your computer immediately. Once you have made any changes (the letters are complete and can be sent the way they are), please save them again (replacing the original docs) but do not close them until you have printed a copy for your manual filing system.

For detailed instructions, see our **Letters you wish to produce** section in our **Help File**. The different topics listed in Legislation with Explanation display a link to the letters and you will be redirected to our business letters. We have left this booklet the same way. You will find all the topics listed on the website in this booklet and the relevant letters will display the input screen, so you know what responses are expected.



Generic instructions are listed on the next page, please refer to them when you start using our system. Individual requirements will be listed under the individual letter and these are located under the applicable topic along with the input screen.

## Explanation of the first three questions

When a letter is selected, the first three questions are always the same. These questions refer to whether you received or issued the interaction, who the interaction was with and how the interaction took place. This information forms part of your records and appears in your file note, for your hard copy documents.

For example, the landlord complains about everything when you are leaving however you know the place has been left clean and in the same condition as when you moved in. You decide to submit your bond refund form without the landlord's signature. Your responses would be:

### Bond Refund Dispute 1st

#### Acknowledge or inform the bond dispute and request the evidence

Please enter your responses and we will email your letter to you shortly (within 24 hours). Every field needs a response!

\* Issued or received by: Issued by tenant

\* Communicated with: Property Manager

\* How: **Via email**

\* Property address:

\* Date you paid your bond:

The letters use this information to produce your file note, which you will print and place on top of your hard copy documents. The file note register strip is copied into the master file note register, a reference number allocated and finally linking the letter. We also offer help with some of the commands using MS Word.

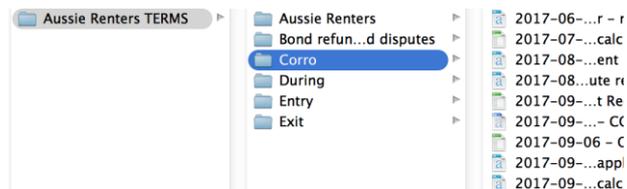
Answer every question and after you have clicked finish, the data will be sent to us, here at Aussie Renters. We put your letter together and email it to you with the process of recording your documents electronically.



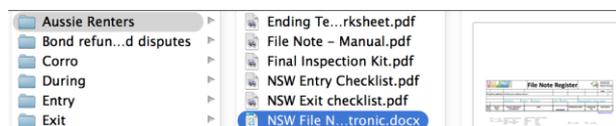
Generate letter **Select letter** from our website  
 Email received We will endeavour to send your letter within a 24 hour period

**2017-06-05 - RAYWHITE - Rent increase dispute - LET**  
**2017-06-05 - RAYWHITE - Rent increase dispute - FN**

Save Aussie Renters TERMS > Corro folder



Open **File note register** from Aussie Renters TERMS > Corro folder



**2017-06-05 - RAYWHITE - Rent increase dispute - LET**  
**2017-06-05 - RAYWHITE - Rent increase dispute - FN**

**Record issues**      **Change** the letter, if necessary  
**Add** any additional notes in the comments section of the file note  
**Insert** your signature block if you want to sign the letter electronically (see help file)

I would like to take this opportunity to request a copy of the rent payment record for the abovementioned property for the period 24 June 2016 to 4 July 2017 and it is required within seven (7) days in accordance to s. 88 of the Act.

Please forward all documents via email to reny\_renter@hotmail.com.au and if you wish to discuss anything with me, please do not hesitate to contact me on 0488 888 888.

Regards,



Reny Renter

**Save & Print**      **Sign** and **scan** the letter  
**Save** or **replace** the letter  
**2017-06-05 - RAYWHITE - Rent increase dispute - LET**  
**2017-06-05 - RAYWHITE - Rent increase dispute - FN**

**Only keep the current letter to prevent confusion!**

**Close**      **Close** the letter  
**2017-06-05 - RAYWHITE - Rent increase dispute - LET**

**Link & allocate**      **Copy file note register strip**  
Highlight the row and Ctrl+C or Command+C

REF NO	DATE & TIME	ISSUED / RECEIVED / ACTIONED BY	HOW	REGARDING	IMPORTANT DATES	COMPO
1	14 July 2017	Issued by tenant Communicated with Property Manager	Via email	Rent increase dispute	21 July 2017	

**Paste** into the empty row on the **file note register**  
Ctrl+V or Command+V

REF NO	DATE & TIME	ISSUED / RECEIVED / ACTIONED BY	HOW	REGARDING	IMPORTANT DATES	COMPLETED ON	YOUR NOTES
							<a href="#">Click here to add a new file note</a>

**Allocate** a **reference number** and **write** it on the **file note**

FILE NOTE

1

Days to resolve:

DATE: 14 July 2017  
ISSUED/RECEIVED: Issued by tenant  
TO/FROM: Property Manager  
VIA/BY: Via email  
RE: Rent increase dispute

**Link** **2017-06-05 - RAYWHITE - Rent increase dispute - LET** to the **file note register** (see help file)

**Close**      **Close** the letter  
**2017-06-05 - RAYWHITE - Rent increase dispute - FN**

**File**      **Staple** the hard copies together with the **file note** on the top  
**File** the hard copies in numeric order

**Reminder**      **Put a reminder** in your calendar to alert you to follow up on issues, if they haven't been remedied