LONG-TERM RENTAL TERMS

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BILL TO

The Masked Rentals Pty Ltd

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How our permanent tenancies work, from application to move-out.

These terms sit alongside your signed lease. Where this policy and your lease differ, your lease wins. Nothing here limits your rights under the Rental Housing Act 50 of 1999 or the Consumer Protection Act.

1. Applying

Applications are made online. We ask for your ID, your three most recent payslips and three months of bank statements, and we run a credit and affordability check with your consent. Applying does not reserve a property; a property is only held once an application is approved and the lease and first payment are done.

2. Deposit

The deposit is stated in your lease and is normally equal to one month's rent. It is invested in an interest-bearing account as the Rental Housing Act requires, and the interest earned belongs to you — it is refunded with your deposit. You may ask us for proof of the interest at any time. It is not rent and may not be used to pay your last month.

3. Rent

Rent is due monthly in advance on the date in your lease. Please pay by the due date using your reference so we can match it. Late payment attracts interest at the rate in your lease and may be reported to a credit bureau.

4. Escalation

Rent escalates once a year on the anniversary of your lease at the percentage stated in your lease. We confirm the new rent to you in writing (by email, SMS or WhatsApp) when it takes effect, and it shows on your monthly invoice. When you renew, the renewal agreement you sign states the rent for the new period; it is never escalated twice in the same year.

5. Utilities

Electricity and water are supplied through prepaid meters. From your date of occupation you buy the units yourself and keep the meters in credit; the municipal charges for water, electricity, sanitation and refuse removal are recovered through the prepaid tariff, so you do not receive a separate utility bill. We, the landlord, pay the property rates, taxes and levies. Any other charge for your account (such as your share of the septic tank emptying, or gas) is added to your single monthly invoice. We never cut or block your electricity or water for non-payment. If a charge on your invoice stays unpaid after written notice, we may take it from your deposit; you then restore the deposit within 30 days (the top-up is added to your next invoice). Your lease (clause 7) sets out the details.

6. Maintenance

We handle structural repairs and fair wear and tear. You handle day-to-day upkeep — light bulbs, blocked drains you

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caused, garden maintenance where the lease says so — and any damage caused by you, your household or your visitors. Log maintenance through the tenant portal so there is a record and we can act quickly.

7. Inspections

We inspect jointly with you before you move in and again when you move out, as the law requires, and we give you a copy of each report. During the lease we may inspect at reasonable intervals with reasonable written notice.

8. Changes to the property

No alterations, painting, fixed installations or satellite dishes without our written permission. Approved changes may need to be reversed at your cost when you leave.

9. Subletting

No subletting or short-term letting of the property, or any part of it, without our written permission.

10. Ending the lease

You may end your lease at any time by giving us at least 20 (twenty) business days' written notice, as the Consumer Protection Act allows — through the tenant portal (My lease). You do not have to give a reason. If you do not want to renew, tell us as early as you can. We give you at least 60 (sixty) days' written notice if we do not renew (a grace period of 7 (seven) days applies), and we only end the lease early where your lease gives us that right. If you cancel before the end of your lease, clause 9.2 of your lease applies: you remain liable for the rent until a new tenant moves in or until your lease would have ended, whichever is first, plus the advertising costs. We take reasonable steps to find a new tenant as soon as possible to keep that amount low, and we show you how it was worked out. Your deposit is not forfeited. You remain liable for any damage to the property. You can withdraw your notice until we have confirmed it, and we confirm your vacate date and time in writing.

11. Getting your deposit back

After the move-out inspection we refund the deposit with the interest earned on it, less any rent or other amount owing and the cost of repairing damage beyond fair wear and tear, within the period set by law. We give you an itemised statement with supporting invoices.

12. Renewal

Your lease runs for a fixed 12-month term and is renewed by signing a new renewal agreement each year. Between 40 and 80 business days before the expiry date (about three months before) we tell you in writing that your lease is ending, and we let you know whether we offer you a renewal and on what terms. If no renewal agreement is signed by both of us by the expiry date, the lease ends on the expiry date and we confirm your vacate date and time in writing — it does not continue month to month. Staying on after expiry is only possible by written agreement for a fixed period.

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