

# VACATING A PROPERTY

## Important Information to help you get your bond back



### IMPORTANT

This document provides information to help you prepare and plan your Vacate so the process is as smooth and stress-free as possible. It will also provide you useful information on steps you can take to ensure that you receive a FULL bond refund.



### THE FIRST STEPS

You have been provided this document as a result of our Agency receiving your Notice of Intention to Leave or you being issued with a Termination Notice.

### LETTING INSPECTIONS

Your Property Manager will work with you to determine the most convenient times to arrange Inspections to show prospective Tenants through the Property. Our aim is to minimise the inconvenience to you during the time when you are busy packing and preparing to Vacate. If you have a preference for day and time please do let your Property Manager know and they will do their best to accommodate this.

### RENT PAYMENTS

Under Legislation, rent is to be paid to the Agency up to and including the day you vacate and handover ALL keys to the Property OR the last day of your Tenancy Agreement (whichever occurs last). It is VERY important that you continue to pay rent as agreed in the Tenancy Agreement. The purpose of the Bond is to financially protect the Lessor if the Tenant breaches the Tenancy Agreement. It is important to note that having a full Bond Refund at the end of your Tenancy serves as an excellent reference when applying to rent future Properties.

### UTILITIES

When organising the disconnection of your electricity, please be mindful of when any cleaning of the property is being undertaken. Typically Tenants will vacate the property a day or two before the official Vacate date so that the property can be cleaned. If you do this, please make sure that you do not disconnect the utilities until the cleaning is complete & the Exit inspection has been completed. If there is a pool at the premises the electricity service will need to continue until the end of the official Vacate Date.

### ON HANDOVER OR VACATE DATE

You will have been provided a Vacate Envelope in this pack that will include a list of all the items that you need to check before handing back the keys. It is important to go through this carefully in order to avoid delays in your Bond refund and having to return to the property to remedy any issues. The Property is to be ready for the Exit Inspection so that your Property Manager could conduct an Exit Condition Report at the time you hand in your keys. All keys including remote controls or other entry devices must be returned by no later than 5pm on the agreed Vacate date as per the relevant Notice.

even if you are not living in the premises and the date is after the end date of your Tenancy. You will be given a photocopy of all the keys that were provided to you at the commencement of your Tenancy. This will help you confirm that you have all the keys and entry items that you need to hand back. If any keys are lost or misplaced during the Tenancy, you will have time to have copies made prior to the Vacate / Handover date.

## **TIPS TO OBTAIN A FULL BOND REFUND**

In order to obtain a full Bond refund, the property should be handed back in the same condition, as it was when you moved in excluding 'fair wear and tear'. Whilst fair wear and tear is not defined in the Act, an accepted definition is "Wear that happens during normal use or changes that occur with ageing". Your Bond refund is determined by comparing the Entry Condition Report that you signed and agreed to at the commencement of your Tenancy with the Exit Condition Report undertaken after you vacate. Use the Entry Condition Report as a guide when preparing the Property for the final inspection.

Check any special conditions on your Tenancy Agreement that you are obligated to meet at the end of your Tenancy. These might include having carpets professionally steam cleaned or having pest fumigation if you have been permitted to keep pets at the Property.

Information provided to you in this pack will list all the Contractors used by this Agency that provide a guarantee for their services. A receipt from these Contractors will help to ensure that you do not have to undertake any further remedies.

Once agreement is reached about the Bond refund amount, our Agency will submit the Bond Refund Form to Rental Bonds Online and they will pay the agreed amount by direct deposit into your nominated bank account (usually within 7 business day of the processing the Refund Form).

## **THE FINAL INSPECTION**

Your Property Manager will let you know when they are going to conduct the Exit or Vacate Inspection so that you can elect to be present. The Final Inspection must be undertaken within 3 business days of your Vacate date.

If you are attending the inspection it is a good idea to take a small cleaning kit with you (cloths, detergent) to fix up any minor spots that may have been missed. This will prevent you having to return to the property unnecessarily.

If there are items that require your attention, you will be provided 24 hours to do this. Alternatively, you may wish for us to organise Contractors to take care of these items on your behalf. In this circumstance you will have the option of paying the Contractors directly or having the payment deducted from your Bond subject to the amount held and the cost of the work. Please note that where you opt to pay the Contractor directly, your Bond Refund will only be authorised once the Contractor has been paid.

Your Bond Refund Claim form will be submitted to the Rental Bonds Online once the conditions of the Tenancy Agreement and Exit Inspection Report have been met.

## **TRADES PEOPLE WHO CAN ASSIST**

Electrical: JSSS - 0432 801 546

Plumbing: DABS Plumbing - 0431 567 491

Cleaner: Clean 4 You – 0438 173 963

Yard: Woody's Maintenance – 0401 361 308

Carpet Cleaning: Guy Marks – 0421 609 649