



HOW TO GET YOUR BOND BACK PROMPTLY

Below you will find our 'Moving Out Guide' to assist you when vacating. By following our guidelines, you will understand clearly what our expectations are and avoid possible delays with the refund of your bond.

PLEASE NOTE:

1. Please note that in accordance with the Residential Tenancies Act 1997, rent is payable up to and including the date you vacate the property. Your final rent payment cannot be deducted from the bond. Rent will be charged for every day the keys have not been returned and the property not ready for inspection.
2. Do not leave your keys at the property. As agreed in your lease, all of the keys you were given at the start of your tenancy, along with all copies you made during your tenancy must be given to your property manager at the time of your final inspection, along with any necessary cleaning/pest control receipts. At this time please also provide your forwarding address and contact phone numbers.
3. When booking the disconnecting of your electricity, please ensure that this is scheduled to occur after the time of your final inspection. If the electricity is not connected at the time of final inspection, the inspection cannot take place and you will need to reconnect the power.
4. Under the Residential Tenancies Act, prior to vacating you are required to allow reasonable access to the property for viewing by prospective tenants. Should this be required, we will contact you to make suitable arrangements and we thank you in advance for your cooperation.

The following actions are required by you prior to vacating the property:

- ☐ Contact our office to arrange a time for your final inspection and also for you to come to our office to sign your 'Bond Refund Form' and provide us with your forwarding address.
- ☐ Notify us of any repairs that may be required at the property e.g. Hot water systems, heaters, dripping taps etc.
- ☐ Contact your utility providers to schedule cancelling your service including Gas, Water, Electricity, Pay TV. You will need to supply your forwarding address and arrange a date for the service to be disconnected. All final accounts must be sent to you for payment.
- ☐ Arrange with Australia Post to re-direct your mail to your new address for a minimum of 3 months. Forms are available from any post office.
- ☐ Once you have paid your final rent, cancel any 'recurring scheduled payment' associated with paying your current tenancy.
- ☐ Our 'Vacating Cleaning Checklist' is a comprehensive guide to help you prepare for your final inspection. By ticking items off as you go, you won't miss anything that may hold up your bond refund. Please give this completed 'Vacating Cleaning Checklist' to your Property manager at your final inspection.
- ☐ Ensure that the main power switch to the premises is turned off at the fuse box when you leave the property for the final time (this can be done once the final inspection is completed)

VACATE CLEANING CHECKLIST

This checklist is for your use. We will be checking all of the below items, so it is important that you refer to this list to ensure your bond refund is not delayed. Please give this completed 'Vacating Cleaning Checklist' to your Property manager at your final inspection.

Please note: After the final inspection, if we request that you complete further cleaning, you may be given one opportunity to do so. If you are not able to complete this cleaning bring the property up to a standard we consider acceptable, we will engage cleaners and invoice you for the cost; which you will be expected to pay at the completion of the service.

CLEANING CHECKLIST

THROUGHOUT THE PROPERTY

- ☐ Remove ALL personal belongings and rubbish from inside and outside the property
- ☐ **All carpet must be professionally steam cleaned**, we require a receipt for this at the final inspection
- ☐ Clean extractor vents, ducted heating vents & return vents /air conditioning filters, exhaust fan covers
- ☐ Windows and sills to be cleaned thoroughly inside and out
- ☐ Flyscreens to removed and cleaned
- ☐ Window furnishing to be cleaned carefully including blinds/curtains as necessary (especially terylene/lace)
- ☐ Dust and wipe out all cupboards, linen presses and robes
- ☐ Walls to be restored to original condition (hooks removed, chips/picture hook holes patched, sanded and whole wall painted).
- ☐ All walls to be cleaned, blue-tac & marks removed
- ☐ All doors to be cleaned & marks removed
- ☐ All skirtings to be cleaned thoroughly
- ☐ Electric light fittings and switches to be dusted and wiped clean
- ☐ Non-working globes to be replaced
- ☐ Timber/tiled floors to be vacuumed and washed.
- ☐ Cobwebs to be removed from all room inside and outside the property.
- ☐ Staircase balustrades to be wiped clean
- ☐ If the property was leased to you furnished, all items must be cleaned and returned to their original positions.

KITCHEN

- ☐ Clean thoroughly inside and out of all appliances including stove, griller, hot plates, oven, dishwasher and range hood (where applicable)
- ☐ Wipe and spot clean inside and outside of all drawers and cupboards
- ☐ Clean out refrigerator recess
- ☐ Clean splashback behind sink and cooking area (tiles, grout, glass etc)
- ☐ Clean sink, drain, insinkerator

BEDROOMS

- ☐ Dust and wipe out all robes, shelving and storage
- ☐ Mirrored doors and rails to be dusted and cleaned

BATHROOM & TOILETS

- ☐ Shower glass screening to be cleaned inside and out to remove all soap scum build up
- ☐ Toilet to be cleaned inside and outside the bowl. We expect this to be pure white.
- ☐ Mirrors, Bath and walls to be thoroughly cleaned
- ☐ Exhaust fan cover to be removed and thoroughly cleaned
- ☐ Tiles to be thoroughly cleaned, if the grout between tiles is discoloured this needs to be scrubbed

OUTSIDE

- ☐ General waste, recycling and green waste bins to be left empty when you vacate the property
- ☐ Lawns, nature strip and edges to be mowed and garden beds weeded
- ☐ Any bushes, shrubs or trees up to head height to be trimmed
- ☐ Driveway/car spot/garage, garden shed must be free from all grease, swept/hosed/moped clean
- ☐ Balcony, alfresco flooring to be swept/mopped
- ☐ Swimming pool, spa, pond, water feature clean and maintained