



VACATING A TENANCY GUIDELINE

This document provides a guideline to the process and timeframes involved when you vacate a property. It is recommended that you follow the guidelines as close as possible as it will assist you in the return of your Bond.

OVERVIEW

- REPAIRS:** All damage to the property during your tenancy must be repaired. You are responsible for any light bulbs or breakages to glass/windows that you cause. Please contact the office for phone numbers of competitively priced, professional tradespeople.
- CLEANING:** As stated in your tenancy agreement, you will need to get the property professionally cleaned prior to your vacating by a reputable company and the receipt must be provided as proof. This includes professional cleaning to carpets, curtains/blinds and any furnishings located on the premises.
- PEST CONTROL:** Pest Control is required to be conducted at all properties prior to vacating. Please contact us for our preferred suppliers. Should you organise this service yourself, a receipt must be presented. If animals have been kept on the property, it must be professionally fumigated for fleas.
- CARPET CLEANING:** Carpets must be professionally cleaned at the end of the tenancy. Please contact us for our preferred suppliers. Should you organise this service, a receipt must be presented.
- UTILITIES:** It is your responsibility to cancel your phone, electricity and gas accounts at the property. Your mail must be redirected which you can organise at any post office.

VACATING PROCEDURE

1. Complete a Notice of Intention to Leave - RTA Form 13 and forward it to our office. This must be lodged a minimum of 2 weeks prior to your intended vacate date.
2. Prepare the property to vacate – complete the Cleaning Checklist, engage a carpet cleaner to professionally clean the carpets and spray for pests as defined in your lease terms.
3. Complete an Exit Condition Report – General Tenancies RTA Form 14a.
4. Return keys, completed Exit Condition Report, completed Bond Refund form (RTA Form 4) and all receipts to the office - Keys and documentation to be returned by close of business on the date specified on your Notice of Intention to Leave. Please note that rent will continue to be charged until keys are returned.
5. Vacate Inspection is conducted by one of our team within 3 business days from your vacate date.
6. We will advise you of the outcome of the inspection.
 - a. If the property has been returned to the original condition (with normal wear and tear), carpets have been professionally cleaned, the property has been sprayed for pests and rent is paid up to the day the keys were returned, your Bond Refund Form will be lodged.
 - b. If the property fails the Vacate Inspection and further items require attention, we will notify you of the details and you will be given 24 hours to rectify after which time our professional cleaners and tradespeople will be engaged at your cost. Should this occur, your Bond Refund will not be lodged until the property is returned to its original condition.

BOND REFUND

Once the property is returned to standard, your bond refund form will be lodged with the RTA. Bond Refunds usually take about 2 weeks until the money is deposited into your account. Please note that your bond is NOT to be used for rent payments. If required, the Bond may be used for costs associated with returning the property to the condition it was at the start of the tenancy except for fair wear and tear.