

## 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.

- Carpets:** Carpets are to be **Professionally Cleaned** by a carpet cleaning company. We require a copy of your receipt/ invoice.
- Cleaning:** Use the Cleaning checklist provided as a guide to assist you in cleaning the property to the standard required to obtain a full bond refund. If you do not wish to do the cleaning yourself. If our office believes the property is not cleaned satisfactory or there is damage you will be given the chance to revisit these areas or our office will engage a contractor to carry out any cleaning or repairs required at your cost.
- Pest Control:** If you have had animals you must have the property sprayed by a **Professional Pest Control Company** once you have vacated. We require a copy of the receipt/invoice.
- Utilities:** it is your responsibility to cancel your phone, electricity, gas and any other services you have connected at the property. Your mail must be redirected which you can organise at any post office.

Cleaning contacts (you do not need to use these specific cleaners)

Brad – James Carpet Cleaning 0438 497 970 [james.carpetandpestcairns@gmail.com](mailto:james.carpetandpestcairns@gmail.com)

James Homes Services Cleaning – 0427 588 443 [nung1@live.com.au](mailto:nung1@live.com.au)

Abelia Cleaning – General & Carpet 4044 2999

## VACATING PROCEDURE

1. Complete a Notice of Intention to Leave – RTA Form 13 and forward it to our office. For notice period times refer to the Form 13. Your notice will start from the date that our office receives a copy of your completed form.
2. Prepare the property for vacate – complete the cleaning checklist, organise professional carpet and pest companies.
3. Complete an Exit Condition Report – Form 14a
4. Return keys, completed entry condition report 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 to 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.

## VACATE CLEANING CHECKLIST

### GENERAL

- Vacuum and clean all door and window tracks
- Sweep and mop all non-carpeted floors, removing all marks
- Carpets Professionally cleaned
- Professionally Pest Control company
- Clean light fittings – gently remove light fittings and clean – REPLACE any light globes that are not working
- Clean marks off walls. Ceilings and light switches
- Clean skirting boards, windows including window frames, sills and tracks, above cupboards, picture rails, architraves and both sides of all doors, all other fittings, and insect/security screens etc.
- Clean curtains and blinds according to wash instructions. All attachments must be working
- Remove all cobwebs and insect marks and nests
- If furnished, ensure all items are clean and are located in original rooms as per Inventory list

### KITCHEN

- Clean inside and outside of all cupboards and doors
- Clean inside and outside of stove, griller, doors, trays, racks, glass. Range hood fan and filter to be cleaned
- Clean inside, outside and behind refrigerator, dishwasher and microwave if applicable
- Clean sink, especially drain holes, drainers and tap ware

### BATHROOM

- Clean all walls, floors, mirrors, windows and window tracks
- Clean inside and outside all cupboards and drawers
- Clean toilet, bath, shower recess, remove built up soap residue on tiles and shower screens, clean sink and all tap ware, towel rails
- Shower curtains replaced

### LAUNDRY

- Clean inside, outside and around washing machine and drier. Clean Filters (If Applicable)
- Clean inside, outside and around laundry tub, cabinets, shelves, drawers, tap ware
- Clean all walls, floors, ceilings

### VERANDAH, DECKS, OUTSIDE AREAS

- Sweep and mop, clean railings, glass and light fittings

### GARAGE, CARPORT, DRIVEWAY

- Sweep and remove any oil residue and grease stains from concrete, pavers, paths driveways
- Empty and clean council bins
- Clean garage door inside and outside. Close and lock garage door

### GARDENS AND LAWNS

- Mow lawn. Trim all edges, weed gardens, general garden tidy up, remove all rubbish including fronds