

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. Please contact the office for phone numbers of competitively priced, professional tradespeople

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.

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. A Notice of Intention to Leave is to be in writing either emailed to martine@primeestate.com.au or via post to the registered office address. This must be lodged a minimum of 28 days prior to your intended vacate date of no earlier than end of tenancy date.
 2. Prepare the property to vacate – complete the Cleaning Checklist, engage a carpet cleaner to professionally clean the carpets as defined in your lease terms.
 3. Return keys 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.
 4. Vacate/EXIT Inspection is conducted by one of our team within 10 business days from your vacate date.
 5. 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 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/EXIT 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.
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BOND REFUND

Once the property is returned to standard, your bond refund form will be lodged with the RTBA. 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.

Clean Carpets by registered Carpet Cleaner to Australian Standard. Supply paid invoice copy.

Clean light fittings – Clean and remove all dead bugs. All light bulbs must be in working order.

Clean marks off walls, ceilings and light switches.

Clean skirting boards, windows including 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 in working order.

Remove all cobwebs, insect marks and nests both inside and outside the property.

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 curtain washed with bleach or replaced if applicable.

LAUNDRY

Clean inside, outside and around washing machine and drier. Clean filters.

Clean inside, outside and around laundry tub, cabinets, shelves, drawers, tap ware.

Clean all walls, floors, ceiling.

VERANDAH, DECKS, OUTDOOR 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 Council bins and place bins out on footpath for next collection

Clean garage door inside and outside. Close and lock garage door.

GARDENS AND LAWNS

Mow lawn, trim all edges, weed gardens, general garden tidy, remove all rubbish.