

## Vacating Procedure

### **Step One**

Keys are to be returned to our office on the day you vacate along with a carpet cleaning receipt and flea & tick treatment receipt (if applicable).

Note: If the last date of your tenancy falls on a weekend or public holiday, then your keys are to be returned before 9:00am on the next business day. Should the keys be returned after 9:00am then rent will be charged up to and including the day the keys are returned.

### **Step Two**

Final Inspection of the property is carried out within 14 days of return of keys as per the Residential Tenancies Act.

### **Step Three**

Time Permitting – If items are to be rectified you will be given 48 hours from the time the Final Inspection has been completed to rectify the items. If items are not rectified within the 48 hours, items that need to be rectified will be organized and accounts received.

### **Step Four**

Bond Statement with details of all deductions are to be sent to your email or new address for signing and returned to North West Realty for processing. Once signed will be lodged with Bond Administration.

### **Step Five**

Once Bond Statement signed and returned we will send a "Disposal of Security Bond" to Bond Administrator and your refund will be sent directly to your from The Bond Administrator via Direct Debit.

### **General Information**

Please be advised that under the Residential Tenancies Act S.52 a tenant shall not fail or refuse to pay any rent due under an agreement with the intention that the amount of such rent be recovered by the owner from the security bond paid by the tenant.

Returning the keys to our office indicates that you believe the property to be in order as per the original Property Condition Report, therefore all items to be rectified will be organised by our office at your expense.

You may or may not be given the opportunity to return to the property once the keys have been handed in.



## Helpful Checklist for Vacating Tenants

Thank you for renting with North West Realty. Before vacating the property, please use the checklist below to assist you with the vacate clean and your bond release when returning a rental property back to your Managing Agent.

### 1. FLOOR COVERINGS

- All carpets to be cleaned professionally and a receipt produced to North West Realty to confirm that this has been done.

### 2. WALLS AND DOORS

- All brick feature walls to be free of dust.
- All walls and doors to be cleaned top to bottom free of grime and dust.
- If tenant has put picture hooks etc. in the walls or doors without permission, they must be removed, the hole patched and the wall/door painted.
- Any other damage to walls or doors to be repaired if responsible.

### 3. SKIRTINGS AND DOOR FRAMES

- Skirting boards to be cleaned and free of dust.
- Door frames are to be cleaned from grime and dust.
- Any damage to doors, handles, hinges or frames are to be repaired/replaced if responsible.

### 4. LIGHTING

- Light covers and fittings to be removed and cleaned where possible free of dust and bugs.
- Blown light globes are to be replaced.

### 5. AIR CONDITIONING (Ducted / RAC / Split System)

- Air conditioning filters to be cleaned.
- Air conditioner vents and covers to be cleaned inside and out free of dust and mildew.

### 6. CEILING FANS

- Fan housings and fan blades are to be cleaned top and bottom free of grease and dust.

### 7. WINDOWS / COVERINGS

- All windows to be cleaned inside and out.
- All window tracks both in and outside to be free of dirt.
- Window sills free of dust and dirt.
- All curtains/blinds must be cleaned and repaired/replaced where necessary.

### 8. SCREENS AND SCREEN DOORS

- All fly wire to be repaired/replaced if responsible for any damage.

### 9. CUPBOARDS AND DRAWERS

- All cupboards to be cleaned inside and out including doors and handles.
- All drawers to be cleaned inside and out including drawer fronts and handles.
- Any damage to doors, drawers, handles or hinges to be repaired if responsible.

### 10. ELECTRICAL SWITCHES AND APPLIANCES

- Light switches and power points to be cleaned free of grime and dust.
- Smoke alarms are to have covers secured and batteries in place at bond inspection.

### 11. KITCHEN APPLIANCES

- Gas or electric cook tops, element surrounds and element trays to be cleaned free of grease and built up of grime.
- Grill tray and chrome glides to be cleaned.
- Knobs and switches to be clean of grease and grime.
- Knobs to be replaced/repaired if responsible for any damage.
- Oven and oven racks to be cleaned and grease free.
- Dishwasher filters and traps to be cleaned of food and scraps.
- Dishwashers are to be cleaned inside and out and all sills and doors cleaned.
- Fridges and freezers to be cleaned inside and out and defrosted.
- Exhaust fan, range hood or canopy filters to be cleaned and housing free of grease.

### 12. WET AREAS

- All splash back tiles to be cleaned of grease and soap residue.
- All tiled skirting to be cleaned free of grime and dust.
- All sink outlets to be cleaned and free of grease, scraps, scum and hair.
- All taps, spouts, shower roses, soap dishes and shelves to be cleaned.
- Shower screens and frames to be cleaned inside and out, free of calcium and grime.
- Bath/s to be cleaned inside and out.
- All tiled floors to be cleaned and moped.

- All mirrors to be cleaned.
- All wall cabinets to be cleaned inside and out.
- Any damage to glass, mirrors, baths or shower doors to be repaired/replaced if responsible.
- Exhaust fans / air vents are to be cleaned inside and out free of built up dust.
- All toilets to be cleaned inside and out free of dust, scum and hair.

### 13. GARDENS

- All lawns and edges to be left trimmed, neat & tidy.
- Verge areas to be neat and tidy with weeds removed.
- Gardens to be neat and tidy with weeds removed.
- Trees & bushes trimmed.
- If the premises has a retic system, it must be left in good working order and any broken parts replaced. All drippers and sprayers should be working.
- All garden refuse / household rubbish to be removed from the premises.
- Where hoses / sprinklers have been provided, they must be secured in shed / storeroom.

### 14. OUTSIDE AREAS AND STORE ROOMS

- All patios, verandahs, garden sheds, storerooms and carports to be cleaned out. Personal items to be removed and floors swept free of grass, debris and stains removed.
- Any damage to walls, doors or fittings are to be repaired if responsible.

### 15. PETS

- If an animal has been kept on the property, a pest control spray inside and outside for fumigation must be carried out by a reputable pest control company and receipt provided as confirmation.
- Any damage done to lawn or gardens from a pet must be rectified.
- All animal faeces must be removed from lawn areas.

### 16. POOL / SPA

- Pools and spas to be cleaned and chemicals added (if necessary) to keep water stable and safe for swimming.
- Any pool or spa equipment not being used when vacating is to be returned to storage.
- North West Realty will organize a pool clearance certificate and any pool chemicals that are required will be deducted from your bond.

### 17. RUBBISH BINS

- Rubbish bins are to be placed to the curb or emptied and returned clean to back yard or garden shed / storage rooms.

### 18. FURNISHED PROPERTIES

- All furnished properties are to be returned to the agent in the same condition as the ingoing Property Condition Report. If an inventory list was presented at the beginning of the tenancy, the tenant is responsible to ensure ALL items are presented and accounted for. Any items missing from the inventory list at the bond inspection may be the responsibility of the tenant to replace if not reported broken or dismissed by the owner. Any chair covers, cushion covers, linen or bedding must be cleaned and returned to beds or storage cupboards. All electrical appliances must be clean of dust and grime.

### 19. ELECTRICITY READINGS

- The disconnection of electricity and telephone services are the responsibility of the tenant. We do advise that you do not have the power disconnected until the exiting Property Condition Report has been carried out.

### 20. WATER READINGS

- North West Realty will organize to have the water meter reading completed for any outstanding amount owed by you. This will be deducted from your bond.

Please make sure all personal effects are removed from the property. If North West Realty has to organize any removals, the cost will be deducted from your bond.

When all cleaning and removal has been carried out, the keys are then to be handed into North West Realty.

**Rent ceases when keys are handed back. If the tenant hands the keys in after the expiry date of the Lease, then rent is charged up to and including the day the keys are received by North West Realty.**

Please ensure all outstanding rents are paid in full prior to or when returning the keys to the agent.

After an Exiting Property Condition Report is completed, we will then forward to you a Bond Disposal Form. We therefore require a forwarding address. Please ensure that all items listed are carried out to minimize any costs being deducted from your bond.

**Please Note: Bond cannot be used to catch up on any rent arrears.**



**PROFESSIONALISM IS THE KEY**