

VACATING A PROPERTY

Important Information to help you

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IMPORTANT

This document provides information to help you prepare and plan your Vacate in the most stress-free way possible. It will also provide you useful information on steps you can take to ensure that you receive a FULL bond refund.

The timeframes provided in this document are as per the requirements of the Residential Tenancies and Rooming Accommodation Act.

THE FIRST STEPS

You have been provided this document as a result of our Agency receiving your Notice of Intention to Leave or being issued with a Notice to Leave.

There are a number of things that have to be organised and scheduled prior to you vacating the Property:

- Pre Vacate Inspection – This may need to be conducted depending on when the last inspection was undertaken and any special instructions from the Lessor.
- Inspections to relet the Property – We aim to work in with you to schedule times for inspections to suit. In each case you will be provided at least 24 hours prior written notice. We will work with you to determine the most convenient times/dates to reduce the inconvenience during this busy time.

Pre Vacate Inspection

The Pre Vacate Inspection may occur to help identify any issues that need to be remedied prior to the end of the Tenancy. The more notice you have to remedy any issue, the sooner you can attend to it. The aim is to have the Property in similar condition as at the start of the Tenancy by the time of the Exit Inspection so that there is no delay in authorising your Bond refund. The Pre Vacate Inspection will also provide the Property Manager an opportunity to identify any maintenance issues that might need to be attended to before the next Tenancy. Should this Inspection be necessary, you will be provided at least 24 hours written notice.

Letting Inspections

Your Property Manager will work with you to determine the most convenient times to arrange Inspections to show prospective Tenants through the Property. Inspections can be arranged at any time mutually agreed by the Tenant and ourselves. Our aim is to minimise the inconvenience to you during the time when you are busy packing and preparing to Vacate. Please complete the Tenant Inspection Schedule we'll provide you from our office.

RENT PAYMENTS

Under Legislation, rent is to be paid to the Agency up to and including the day you vacate and handover ALL keys to the Property OR the last day of your Tenancy Agreement (whichever occurs last).

You will be provided with a Rent Ledger that will identify exactly when you have paid rent to and what amount you need to pay up to and including the last date of your Tenancy. It is VERY important that you continue to pay rent as agreed in the Tenancy Agreement. Under the Residential Tenancies Act and Rooming Accommodation Act (Section 111) the purpose of the Bond is to financially protect the Lessor if the Tenant breaches the Tenancy Agreement.

It is important to note that having a full Bond Refund at the end of your Tenancy serves as an excellent reference when applying to rent future Properties.

UTILITIES

When organising the disconnection of your electricity and water, please be mindful of when any cleaning of the property is being undertaken. Typically Tenants will vacate the property a day or two before the official Vacate date so that the property can be cleaned. If you do this, please make sure that you do not disconnect the utilities until the cleaning is complete. If there is a pool at the premises the electricity service will need to continue until the end of the official Vacate Date.

ON HANDOVER OR VACATE DATE

You will have been provided a Vacate Envelope that will include a list of all the items that you need to check before handing back the keys. It is important to go through this carefully in order to avoid delays in your Bond refund and having to return to the property to remedy any issues. The Property is to be ready for the Exit Inspection so that your Property Manager could conduct an Exit Condition Report at the time you hand in your keys.

All keys including remote controls or other entry devices must be returned by no later than 5pm on the agreed Vacate date as per the relevant Notice. Failure to hand in your keys may result in you being charged extra day/s rent until you do hand them in even if you are not living in the premises and the date is after the end date of your Tenancy. You will be given a photocopy of all the keys that were provided to you at the commencement of your Tenancy when you attend the Pre Vacate meeting. This will help you confirm that you have all the keys and entry items that you need to hand back. If any keys are lost or misplaced during the Tenancy, you will have time to have copies made prior to the Vacate / Handover date.

TIPS TO OBTAIN A FULL BOND REFUND

In order to obtain a full Bond refund, the property should be handed back in the same state as it was when you moved in excluding 'fair wear and tear'. Whilst fair wear and tear is not defined in the Act, an accepted definition is "Wear that happens during normal use or changes that occur with ageing". Your Bond refund is determined by comparing the Entry Condition Report that you signed and agreed to at the commencement of your Tenancy with the Exit Condition Report undertaken after you vacate. Use the Entry Condition Report as a guide when preparing the Property for the final inspection.

Check any special conditions on your Tenancy Agreement that you are obligated to meet at the end of your Tenancy. These might include having carpets professionally steam cleaned or having pest fumigation if you have been permitted to keep pets at the Property.

Once agreement is reached about the Bond refund amount, our Agency will submit the Bond Refund Form to the RTA and they will pay the agreed amount by direct deposit into your nominated bank account (usually within 2 business day of processing the Refund Form).

THE FINAL INSPECTION (EXIT CONDITION REPORT)

Your Property Manager will let you know when they are going to conduct the Exit or Vacate Inspection so that you can elect to be present. The Final Inspection must be undertaken within 3 business days of your Vacate date.

If you are attending the inspection it is a good idea to take a small cleaning kit with you (cloths, detergent) to fix up any minor spots that may have been missed. This will prevent you having to return to the property unnecessarily.

If there are items that require your attention, you will be provided 24 hours to do this. Alternatively, you may wish for us to organise Contractors to take care of these items on your behalf. In this circumstance you will have the option of paying the Contractors directly or having the payment deducted from your Bond subject to the amount held and the cost of the work. Please note that where you opt to pay the Contractor directly, your Bond Refund will only be authorised once the Contractor has been paid.

Your Bond Refund Claim form will be submitted to the RTA once the conditions of the Tenancy Agreement and Exit Inspection Report have been met.

IF THE TENANT AND AGENT DISAGREE

Our aim is to resolve the issue as promptly as possible to enable the Property to be relet and for you to receive the amount of Bond refund that is not in dispute. This means the amount of Bond required for relevant items will be held with the RTA (Residential Tenancies Authority) until the matter is resolved one way or another. If no Agreement is reached, we have the option to proceed to Dispute Resolution and the Tribunal to obtain an Order about the Tenancy matters in dispute.

HELPFUL HINTS & PREFERRED CONTRACTORS

Moving out & relocating can be a stressful time, so I have endeavoured to make it much easier for you by attaching some helpful information:

- ✓ An Exit Condition Report (this must be completed and handed into our office along with your keys on the last day of your tenancy).
- ✓ Property Cleaning Guide

If you engage the services of a Professional Bond Cleaner, please ensure that they guarantee their work and if required, they can go back to the property to do touch ups. Although we provide recommendations, please note that any contractors are engaged at your own discretion and our office is not accountable for any disputes that arise between you and the contractor. It is your responsibility to ensure the property is left in a clean and tidy condition with reference to your original Form 1a – Entry Condition Report.

Please see below some of our recommended contractors for your convenience:

Bond Cleaners:

- Sunny Coast Property Maintenance – Stacey 0449 005 905; sunnycoastpm@outlook.com
- Sunshine Coast Bond Cleaning - 0437 200 713; bondcleaning@outlook.com
- Spic N Span Executive Cleaning Services – 0415 951 058

Carpet Cleaning/Flea Treatment/Grout Cleaning:

- Graham Woods Carpet Cleaning, Pest/Flea treatment, Carpet Cleaning/Repairs – Gil 0419 708 849; porteousgilbert@ymail.com
- All Max Force Pest Control, Pest/Flea Treatment – Steven and Katrina Njegac 07 5438 9817; amfpestcontrol@optusnet.com.au
- Strictly Grout – 0439 615 182; strictlygrout1@gmail.com

Lawn, Gardens & Rubbish removal:

- Martyn Arcaba – Southeast Residential & Commercial Services - 0405 284 391; martyn_len@hotmail.com
- Nigel McLaren – Lawns, gardens, rubbish removal, acreage – 0419 640 827; nigel.mclaren@bigpond.com
- Andrew's Lawn & Order - 0408 637 608; andrew.morley608@bigpond.com

Walls/Door/Screen Repairs & Painting:

- Perfectly Renovated – Murray 0409 627 999; galesrus@bigpond.com.au
- Martyn Arcaba – Southeast Residential & Commercial Services 0405 284 391; martyn_len@hotmail.com

Pool Chemicals/Maintenance – IF APPLICABLE

- Pool Werx Mountain Creek – 07 5478 4588; mountaincreek@poolwerx.com.au
- Landsborough Pool Supplies – 07 5494 1253; landspoolsupplies@bigpond.com.au

Professional Blind & Curtain Cleaning:

- Amazing Clean - 0417 126 668; glenn@amazingcleanmaroochydore.com.au
- Above All Screens & Security - 0418 483 888; aboveallscreens@hotmail.com

As per the Standard Terms and Conditions of the Form 18a General Tenancy Agreement

Clause 37 – Condition property must be left in – s 188 (4)

At the end of the tenancy, the tenant must leave the premises, as far as possible, in the same condition they were in at the start of the tenancy, fair wear and tear excepted.

and Addendum - Special Terms – End of Occupancy:

The tenant will on vacating the premises:

- (a) Return all keys, keycards and other security devices (if any) and make good the cost of replacement should any of these items not be returned or be lost at any time.
- (b) On the last day of the tenancy have all carpets cleaned to a standard similar as provided by the lessor/lessor's agent at the start of the tenancy.
- (c) Fair wear and tear accepted, repair damage to the premises arising or as a result of the tenant's or its guest's actions including damage (if any) caused by the tenant's pets.
- (d) Remove all the tenant's property from the premises including rubbish and property on the premises not the property of the lessor.
- (e) Leave the premises (including the grounds) in a neat & tidy condition.
- (f) Fumigate as reasonably required if pets have been on the premises.
- (g) Provide copies of invoices and receipts relating to compliance with the requirements of Addendum – Special Terms – Clause 4 (b), (c) and (f) to the lessor / lessor's agent on or before vacating.
- (h) Return all remote control devices in good working order and condition including batteries, and where not returned, make good the cost of replacement.

****Properties with carpet need to have the carpet steamed cleaned and provide a copy of the invoice to our office.***

****Properties with pets will require a flea treatment & the carpets are to be deodorized, a copy of the invoice is to be provided to our office.***

****Please note, Curtains & Blinds must be cleaned upon exit (you can choose to do this yourself or hire a professional).***

****Properties with a pool - If pool maintenance &/or chemicals are a condition of the tenants lease agreement, A final Pool Inspection Report will be required upon vacating.***

Please ensure all keys and remotes are handed back to our office on the day your Notice expires, along with your forwarding address and bank account details.

Any lost or damaged keys & remotes will need to be replaced at your own expense

Our office requires the electricity to remain on at the property until the Final Exit Inspection has been conducted. **Please do not disconnect the power on the day you move out.** If the power is disconnected, you will be required to reconnect the power at your own expense.

Should you have any questions in relation to this email or the vacating process, please don't hesitate to contact me directly via 07 5438 8005.