

Vacation Guide for Tenant

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We're sad to see you go ...

At Rental IQ we value the relationship with all of our clients, both lessors and tenants. We trust that this relationship has been successful and we look forward to crossing paths in the future.

Getting ready to vacate the property

- a) **Keeping your appointment time** – the time you have been allocated for your tenancy vacation has been specifically allocated amongst our other appointments, which are usually 'back-to-back'. This means it is crucial that you are on time for your appointment.
- b) **Appointment time allocation** – as we will need to conduct a thorough final inspection, please allocate up to one hour for your tenancy vacation.
- c) **At least one tenant needs to be present.**

Getting your bond back quickly - criteria

At the end of your tenancy you will no doubt want your bond refunded quickly after you vacate. For your full bond to be paid quickly, you will need to ensure the following:

- a) Rent -any outstanding rent is paid promptly.
- b) Property ready - the property is cleaned, carpets professionally cleaned and grounds returned to their ingoing condition. Please follow the final vacating guide which will be posted to you once we receive your written notice of intent to vacate the property. The property must also pass the final inspection conducted by this agency.
- c) Outstanding accounts - please ensure that any monies outstanding such as water, any damages, compensation amounts and break lease fees are paid.
- d) Keys - ensure that all keys, remote controls etc have been returned.

Once these criteria have been met and the final bond inspection has been completed we can then refund your bond. Delays to this in all cases relate to one or more of these criteria not being met.

Outstanding Rent

Please note that it is against the tenancy legislation to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Your rent must be paid in full, leaving your bond intact.

Prior to the final inspection you should:

- Ensure that our office has you current phone number and email address
- Ensure your rent is paid in advance as per your Residential Tenancy Agreement
- All outstanding accounts and payments are finalised

Vacation Guide for Tenant

Inside the property: general / all rooms	Done
Floors – carpets vacuumed and hard floors swept and mopped	
Ensure all skirting is dust free	
Windows cleaned inside and out. Cobwebs and dust removed from sills, ledges and tracks	
Blinds and curtains clean and dust free	
Walls cleaned, any superficial marks and cobwebs removed. Light switches wiped over	
Doors, door frames, tracks and handles to be cleaned	
All cupboards, shelves, drawers and benches to be wiped and clean	
Light shades and ceiling fans cleaned. Air vents and air conditioning vents to be dust free	
All areas and rooms to be fully accessible (not locked)	
Inside the property: kitchen	Done
Stove, oven, grill and pans to be clean. Walls and floor behind and around stove to be clean	
Clean covers of extractor fans / range hood	
Wipe around the seal of the dishwasher [if applicable]	
Inside the property: wet areas	Done
Attention paid to cleaning of tiles and grout – must be free of soap residue and mildew	
Shower glass cleaned with window cleaning agent and free of soap residue / build up	
Shower curtain to be cleaned	
Toilet pan, seat, cover and S bend to be cleaned thoroughly	
Clean covers of extractor fans	
Wipe all cabinets, cupboards and drawers	
Outside the property: exterior	Done
All cobwebs to be removed from eaves, awnings, light fittings, exterior walls and patio	
Lawns mowed and edged, garden beds weeded and shrubs lightly pruned	
Ensure the reticulation is in working order, reticulation heads need regular maintenance	
Paving is swept and weeds removed from pavement gaps. Oil stains / marks removed	
All garbage, rubbish and lawn clippings removed from the premises	
The garage / storeroom is neat and free of rubbish, cobwebs are removed	
Swimming pool to be clean and equipment in good working order [if applicable]	
No unregistered car bodies are to be on the property	
If you have an approved pet	Done
Any droppings picked up and removed	
Any pet damage or rubbish scattered is repaired and cleaned up	
Ensure all / any dogs are properly restrained for the inspection	

Carpet Cleaning

Please ensure the carpets are professionally steam cleaned. Be aware that using cheap 'do it yourself' carpet cleaning hire machines generally do not have the power to get carpets properly cleaned. This can result in professional carpet cleaning still required after you have paid to hire a machine as well!

We use and recommend **Biooffice, telephone 0430 647 727/0410 596 368 or email admin@biooffice.com.au.**

The final inspection

Only once the property has been fully vacate, cleaned, the grounds in good order and the keys returned can we commence our final bond inspection. It is important to note that if the final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call Rental IQ as soon as possible to rearrange another time.

We do not wish to travel to the property ready for the inspection and find the property not 100% ready. In some cases we may need to charge a fee should we not be able to complete the inspection and no communication was received from you to transfer the appointment time.

Outstanding monies / damages

It is important to note that if you vacate the property with outstanding monies and damages, your details may be lodged on two national tenancy databases. It is important to know your details may still be lodged for 3 (three) years after your debt has been cleared, indicating there was originally a problem.

Therefore, due to the serious nature of these databases and how they can affect your future renting prospects, it is best that all monies owed be paid as soon as possible so no monies are outstanding. Should an eviction occur, your details will be lodged on two national tenancy databases.

National tenancy databases

The national tenancy databases are a collection of tenancy information on an internet website lodged by real estate agents, mostly regarding tenant default action like property damage, outstanding monies and eviction. All agents use this database to lodge tenant details. However, when agents are processing application forms the database is cross-checked. We are confident that should an agent checking and application find tenant default details lodged; the application will be promptly declined.

So, we urge all of our tenants to ensure they pay their rent on time, keep the property clean, maintain the grounds and ensure the tenancy is finalised satisfactory with no monies left owing, to avoid an unfortunate lodgement of their details.

For specific details regarding the databases we use, please refer to www.tica.com.au and www.ntd.net.au.

Trades guide – get some help to get the property ready

Getting the property ready on time for inspection can be exhausting and sometimes employing some extra help is a smarter and better way to go.

The tiredness factor when moving out to another property and then having to return to the original rental property to clean and get the grounds and garden ready can be a real headache. That is why so many tenants cut corners and not do a thorough job. **This only then delays the bond refund process.**

Therefore to get your bond back quickly here are some trades people we trust, use and recommend on a regular basis. We use them also because of their reasonable rates.

Who we use and recommend

Cleaning – we use and recommend **Biooffice Pty Ltd (0430 647 727/0410 596 368) or email (admin@biooffice.com.au)**

Lawn Mowing/Gardening - your local **Jim's Mowing franchise (131 546)**

Handyman/Small maintenance - we use and recommend **Jarmic Construction (0428611973)**

Pest Controller/Fumigator - we use and recommend **Weststate Pest Control (6365 4800)**

Glazier – we use and recommend **O'Briens Glass With Care (1800 151 700)**

Locksmith - we use and recommend **Lock Stock & Farrell (Scott or Julie) 08 9277 7117**

For all other trades please contact Rental IQ for a recommendation.