

DO YOU WANT A FULL BOND REFUND?

Here are some handy tips to assist you in receiving a full bond refund upon vacating.

- Ensure that all rent is paid up to and including your vacate date
- Ensure all outstanding water invoices are paid prior to your vacate date
- Ensure that previously issued RTA Form 11 Notice to Remedy Breach notices have been rectified
- Do not disconnect the electricity until our Agency has finalised your bond refund to allow for a thorough exit inspection
- Be sure to complete the enclosed vacate envelope and supply all required documentation at time of handover
- Ensure all rubbish is removed from the property and the bins are empty, washed and scrubbed clean and placed in the garage
- Any tradespeople that you have employed (such as cleaners), please ensure that you have inspected their work prior to returning keys to our office
- Ensure that ALL the keys/garage remotes are returned to our agency no later than 4pm on the agreed vacate date/lease end date – if you do not return all the keys you may be charged extra rent, or the front door locks may need to be changed at your expense. You have an obligation to vacate the property completely – you cannot leave any items behind.
- Keep your mobile on in case of any issues and schedule some time in case you need to return to the property to carry out additional works. Agents have up to 3 working days to complete the exit inspection.
- We suggest that you carry out the below in this order:
 - Remove all furniture and belongings (including all rubbish)
 - Clean the property internally
 - Mow all lawns/gardens/shrubs
 - Exterior clean of property such as pressure washing/sweeping, including rubbish bins
 - Carpet cleaning – please note this should be done on your last day
 - Pest Control – pest control must be done AFTER carpet cleaning & mopping.

TIPS FOR MOVING OUT



Moving can be a very stressful time, and we hope this guide will help to make this a more enjoyable experience for you. Just like studying the night before a big exam will lead to substandard results, so will cleaning your entire rental property in one foul swoop.

We highly recommended to undertake cleaning in a logical and timely order to ensure maximum results. It will also help for a smooth vacate inspection and maximise the possibility to receive a full bond refund.

Please communicate with us regularly PRIOR to vacating, to achieve the best possible outcomes for all parties, and remember to refer to your Entry Condition report to ensure the property is handed over in the same condition.

- Ensure all furniture and possessions are removed from inside and outside the property. Please do not leave any items or rubbish behind.
- Remove all cobwebs from ceilings, light fixtures, cornices, and outside the property.
- Remove all dust build up in exhausts, air con filters, window tracks, wardrobe tracks and skirting boards.
- Use a white cloth and diluted sugar soap or gumption solution and scrub wash all wall surfaces, door faces, architraves, skirting boards, frames, ledges, shelves, cupboards, bench faces and kickbacks. Remember to wash down with warm water to remove any powdery residue. Don't forget the garage.
- Wipe clean light covers, ceiling blade fans, air conditioner covers/filters, range hood exhaust and be sure to reinstall all filters once clean.
- All appliances should be thoroughly cleaned and polished with correct chemical cleaners. Pay extra attention to oven interior walls, trays, racks, door trims, seals, ledges, exterior/interior glass and stainless-steel surfaces.

It is important to note that any stainless-steel appliances should be cleaned with a soft cloth to avoid scratches.

- Clean off underneath all kitchen cabinetry, door ledges/trims and shelving
- **Did you have permission in writing for wall hooks?**
If yes, you can leave these in place.
If not, you will need to remove them and restore the walls to its original condition. Please note: paint patching (unless it was listed on the original entry report) will not be accepted





Bathroom & Laundry areas:

- Remove all soap scum in shower bay areas and doors including swing door hinges
- All sinks, drains/plug holes should be clear of any residue build up or hair
- All tapware should be cleaned properly/polished
- Toilet should be cleaned behind, and pay attention to cleaning of lid/hinges and seat
- Scrub wash all laundry tiles and sink. Ensure all cabinetry is cleaned thoroughly
- Ensure all basins have plugs as per entry report
- Don't forget the exhaust, lights, windows and tracks!
- Don't forget to clean the mirrors as well

Windows, Glass Slide Doors, Tacks, Ledges and Screens

- Remove all screens if possible and thoroughly spray wash with a hard spray garden hose.
- Thoroughly scrub wash/jet wash out all slider and running tracks free of dirt and debris build up.
- Clean all interior glass – leave the exterior clean for last just before vacating
- Wash clean all frames and ledges

Damages:

- Any damaged areas of the house that were not pre-existing (on the entry condition report) and were caused during your tenancy requires full repair and restoration at your own expense.
- Please note scuff marks, unapproved picture hooks, blue tak oil staining, patch painting is NOT classed as wear & tear, and is the tenant's responsibility to rectify, and restore the property to its original condition.
- All cracked/broken glass must be repaired by the tenant prior to key handover

Final Interior Clean:

- Once all of your cleaning internally is completed, we recommend a full sweep of the entire house including the garage flooring, and then a mop of all tiles. Don't forget the corners as this is frequently missed – and inside any cabinets.
- Scrub wash all skirting boards and grouting to remove build up
- High spray hose wash/pressure wash of garage flooring. If your garage flooring or driveway has any stains, you must ensure that this is removed by using a heavy-duty degreasing agent and pressure wash scrub.
- Don't forget to scrub wash walls, door faces/frames and ledges.

Lawns, Gardens & Grounds:

- All lawns should be freshly mowed
- Trim all appropriate areas with an A-Line trimmer or whipper snipper.
- All rock paths and garden beds must have all weeds removed
- All overgrown or trailing shrubs on the property grounds should be trimmed, pruned to a manageable height – please note that this is a part of your tenancy obligations during your tenancy.



Rain Water Tank, Filters, Catch Hops, Gutters:

- All down pipe catch hobs for leaf litter should be cleared out and clean.
- Rain water tank filters should be cleaned and free of litter
- Pressure wash of water tank /pipes to remove all dirt.

Exterior House Clean:

- It is recommended that this is done last – after all the lawns and gardens have been mowed/tidied.
- Be sure to remove all cob webs, moth nests and any marks off the property externally
- Using a high-pressure washer, pressure wash the whole exterior of the house including patio areas, front entry porch, all eaves, gutters. Start with the guttering first and work down wards
- All exterior windows / glass sliders, screens, ledges and running tracks should be thoroughly cleaned.



Rubbish Bins:

- Ensure both bins are EMPTY (regardless of council pick up days), and scrub washed clean and deodorised – we suggest leaving it inside the garage.
- We suggest a 'tip run' to remove all rubbish