



TENANT VACATING INFORMATION SHEET

To ensure a smooth transition during the vacating process, we have taken the time to prepare this vacating sheet listing important information to assist you.

FORWARDING ADDRESS

When giving notice it is important that you provide our office with your forwarding address. If you are unsure of your new forwarding address, we suggest that you provide a temporary c/- address.

PAYMENT OF RENT

It is important that you continue to pay rent until the date of vacant possession. **You cannot utilise your bond to off set rental payments.** Failure to pay rent will be recorded on your file, which could jeopardise your ability to secure a rental property in the future.

CONDITION REPORT

We draw your attention to the original Condition Report that was completed at the commencement of the tenancy, and request that you peruse this document as a reminder of the condition of the property when your tenancy commenced.

FINAL INSPECTION CLEANING GUIDE

To avoid cleaning charges and unnecessary deductions from your bond, we draw your attention to the attached final inspection guide so you can ensure that the following items are attended to before vacating the property and returning the keys to our office. By returning your keys, it indicated to us you are satisfied with the condition of the property.

FINAL INSPECTION

Following vacant possession of the property, a member of our team will visit the property to carry out a final inspection to enable the bond to be refunded. If you would like to be present at this inspection, please contact our office to be updated on the inspection time or refer to the enclosed Final Inspection Notice.

CLEANING OR REPAIRS REQUIRED

Please ensure all repairs and all cleaning have been completed prior to the final inspection taking place. **We are not obligated to offer you the opportunity to return to the property after you vacate to attend to these items.** However if you are present at the final inspection and time permits, we will discuss any outstanding matters and give you reasonable time frame to complete the work. In accordance with legislation requirements we will forward a copy of all costs deducted from the bond within seven days. For this reason, it is important that you carefully clean and rectify any property damage prior to the vacant possession date.

CARPET CLEANING

If pets have been kept on the premises, then you are required to professionally clean the carpets and present a carpet cleaning receipt to our office upon vacating. We also recommend that you clean the carpets if they are soiled or marked or they are not nearly as possible in the same condition (fair wear and tear excepted) as at the commencement of the tenancy.



TENANT VACATING INFORMATION SHEET

PEST CONTROL

If pets have been kept on the premises, then you must have the property professionally pest controlled for fleas inside and out and present a receipt to our office upon vacating.

LIGHT GLOBES

In accordance with your tenancy agreement, it is the tenant's responsibility to replace light globes on the residential premises. To avoid unnecessary costs in replacing these, we recommend that you take the time to check all lights and batteries to smoke detectors to ensure that they are working prior to vacating.

REDIRECTION OF MAIL

It is important not to forget to redirect your mail. You can obtain these forms from Australia Post.

DISCONNECTION OF UTILITIES

Ensure that you disconnect or transfer all utilities to the property, including the telephone, Internet, electricity and gas (if applicable.).

PROPERTIES WITH POOLS

If your property has a pool, please contact our office to discuss the date that you will be disconnecting the electricity to enable our office to make arrangements (if necessary) to re-connect the electricity to ensure that the pool filter system continues to operate.

RECOMMENDED CLEANING AND MAINTENANCE SERVICE PROVIDERS

If you require assistance with preparing the property for the final inspection, please feel welcome to contact:

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| MAJESTIC CLEANING | 1300 720 210 - Cleaning |
| BIG RED CARPET CLEANING | 0418 652 571 – Carpet Cleaning |
| SUPER GENIE CARPET CLEANING | 0418 652 890 – Carpet Cleaning |
| JIM'S MOWING | 0468 625 130 – Lawns & Gardens |
| ENVIROPEST | 1800 048 200 – Pest Control |
| PORT MACQUARIE HOUSE DOCTOR | 0434 270 321 – General Maintenance and Cleaning |
| ALL CARE REPAIR | 0401 068 202 – General Maintenance and Cleaning |
| POLLARDS POOLS | 6583 3934 – Pool Maintenance |

BOND REFUND

Once we have conducted the final inspection we will be in a position to finalise the bond. It is important that all tenants who signed the original bond lodgement form are present to sign the bond refund form. Failure to have all signatures present will result in bond delays.

WE ARE HERE TO HELP

If you have any concerns or questions relating to the vacating process, please feel welcome to contact our office and speak with a member of our property management team.

FINAL INSPECTION GUIDE TO TENANT CLEANING – BOND SAVER!

To avoid cleaning charges and unnecessary deductions from your bond, it would be in your best interests to ensure that the following items are attended to before returning the keys/vacating the property.

DONE

KITCHEN

- The oven and griller is to be cleaned. Drip trays to be cleaned of all grease
- Range-hood to be cleaned, including the filters (where applicable)
- All cupboards to be cleaned inside and out (don't forget the tops of the cupboards!)
- Sink taps and disposal unit (if applicable) to be cleaned and polished
- Walls and tiled areas to be free from grease
- All benches and floors to be cleaned and free from grease
- The dishwasher is to be left clean. Wipe over internal door and remove debris from bottom drainer (If applicable)
- Refrigerator to be defrosted and all surfaces to be cleaned, including shelves, crisper drawers and cavity, switch appliance off at wall and leave door ajar (if applicable)

GENERAL – ALL ROOMS

- All exhaust fans throughout the property to be cleaned
- Air vents to be dusted
- Venetians to be washed thoroughly (if applicable)
- Flyscreens to be removed carefully and hosed or brushed to remove dirt/dust (if applicable). Please ensure they are not damaged
- Windows and windowsills to be cleaned thoroughly including tracks.
- Doors and doorframes to be left clean and undamaged
- Marks to be removed from walls with sugar soap
- Cobwebs to be removed from ceiling cornices and walls
- All light fittings to be cleaned and free from insects
- All floors and skirting boards to be washed
- All ceiling fans throughout to be free from dust (if applicable)
- Clean all mirrors throughout including wardrobe-door mirrors (if applicable)
- Drapes to be washed or dry-cleaned according to fabric
- All vertical strings to be attached and secure
- All items on inventory to be accounted for (if applicable)
- Built in robes are to be cleaned inside and out
- Linen press to be cleaned inside and out

OUTSIDE AREAS

- Lawns to be mowed and edges trimmed within two (2) days of vacating (if applicable) (DO NOT dump grass clippings or tree off-cuts in garden beds or behind sheds)
- Flower beds and pebble areas to be weeded (if applicable)
- No rubbish to be left in the gardens or around the property (if applicable)
- All garbage bins to be emptied and washed clean
- Driveways, carports, garages and any concrete areas to be free from oil and grease stains
- Garage-floor area to be swept and cobwebs removed
- Cobwebs to be removed from outside eaves, awning and ceilings (where applicable)
- Pool and spa to be cleaned, vacuumed and be at the correct pH factor (if applicable)
- Pool equipment to be in accordance with in-going inventory and for security reasons must be stored in the garage at the time of vacating (if applicable)



FINAL INSPECTION GUIDE TO TENANT CLEANING – BOND SAVER!

BATHROOM

- Shower recess to be scrubbed
- Grouting to be free of all soap residue or mildew
- Shower curtain (if applicable) to be washed and shower screen to be cleaned
- All plugholes are to be clean and free from debris
- Mirrors to be wiped over
- All drawers and cupboards to be cleaned
- Toilet to be cleaned thoroughly, including bowl, seat and cistern

LAUNDRY

- Washing machine and clothes-dryer filter to be cleaned out
- Clean under laundry tub and clean plughole
- Cupboards to be cleaned thoroughly inside and out

PEST CONTROL

- If pets have been kept on the premises, then you must have the property professionally pest controlled for fleas inside and out and a receipt produced to our office.

CARPETS

- Carpets are to be professionally cleaned if soiled or marked and a carpet receipt produced to our office with the return of the keys. Please note: If you choose not to use our office's recommended carpet cleaner you could be liable to have the carpets re-cleaned should they not meet our standard of cleanliness.

DAMAGE

Damage that occurs due to the tenant's neglect will be rectified at the tenant's cost.

IMPORTANT NOTE

- DISCONNECT THE POWER/ELECTRICITY
- DISCONNECT THE TELEPHONE
- REDIRECT MAIL ADDRESS

RENT IS PAYABLE BY THE TENANT UNTIL ALL KEYS ARE RETURNED TO THE OFFICE

"The above cleaning is a guide only and additional cleaning may be required!"