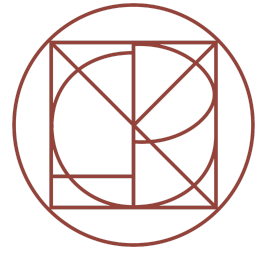


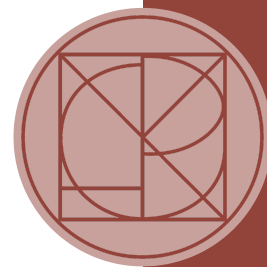
Vacating Your Rental



A GUIDE FOR TENANTS

SAPPHIRE ELITE
ESTATE AGENTS





Greetings!

Vacating your rental property can be a stressful, overwhelming, and expensive time so we have developed this e-Book for anybody that is searching for some clarity, advice, and concise information. It's important to note the information in this e-book is general and your particular agent may have office policies that support or replace the advice given in this book. I recommend communicating with your property manager with any questions specific to your tenancy.



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Timeline



The Vacate Process

The above phases are the basic overview of events to pass during the vacate process. Each event usually consists of smaller processes and tasks to take place, which we detail later in this e-Book.

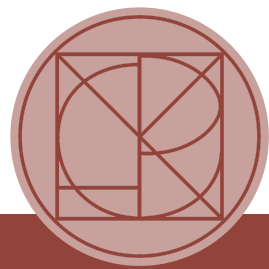
Providing Notice

All agreements, whether fixed term or periodic, must be ended in an approved manner with formal notice, for a reason specified by the RTRA Act, and issued with the right amount of notice time.

The reasons for ending an agreement are: without grounds (no reasons given), non-liveability, employment, abandonment of premises, sale of premises, breach of agreement, mortgagee in possession, or death of a sole tenant. Agreements can also be termination by tribunal order (court order).

There are very specific notice periods that apply to either a fixed term or periodic agreement, and the cited reason for ending that agreement. There are also relevant processes that must be carried out prior to issuing notice, depending on the reason cited for termination (for example, you cannot be evicted simply because you have rent arrears, there are other processes that must be adhered to first)

The Forms



RTA FORM 12
NOTICE TO
LEAVE
ISSUED TO THE
TENANTS



RTA FORM 13
NOTICE OF
INTENTION TO
LEAVE ISSUED
TO THE
AGENT/LESSOR



OTHER NOTICE
VIA MUTUALLY
AGREED
TERMINATION OF
AGREEMENT

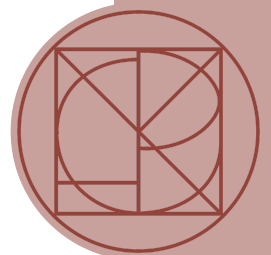
Preparation of Property

Once you know what your vacate date is, it's a great idea to start making a plan to prepare yourself, your family, and the property, ensuring the move and vacating process is as smooth and stress-free as it can possibly be. Now is a good time to research and schedule any contractors you intend on engaging for things such as bond cleaning, carpet cleaning, pest control, pool servicing, garden and lawn care, or to complete repairs around the home.

Call any service providers and let them know your impending vacate date, so that all of your services can be finalised at the correct time.

Per the RTRA Act, you are required to return the property in the same condition it was presented to you, fair wear and tear excepted, so you should be referencing your entry condition report and specific lease terms throughout this period.

To make this part of the process easy, we have developed a general checklist to keep you on track while preparing your home.



Kitchen

- Benchtops to be washed and clean, tiles washed, and grout steam cleaned
- Cupboards to be washed internally and externally, including tops of doors, handles, and tops of overhead cupboards
- Drawers to be washed and clean, and cutlery draw present
- Oven, including trays and racks, grill, glass, and stovetop to be clean and free of grime and build up
- Rangehood wiped free from grease, grates washed, lights working
- Sinks/taps to be washed and clean, drains cleaned, and sink drainer/plug clean and present
- Dishwasher to be run with a cleaner, washed, and clean

Bathroom

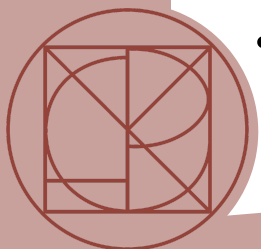
- Tiles washed, grout steam cleaned and ceiling free from mould
- Vanity basins washed, stainless steel polished, cupboards washed internally and externally
- Shower screen completely free from marks, grout steam cleaned, no signs of mould, taps polished
- Bath cleaned, and taps polished
- Exhaust fan clean and free of residue
- Mirrors to be completely free of marks
- Toilet to be cleaned thoroughly, inside and out (pay attention to underneath the seat), disinfected outside and behind

Laundry

- Cupboards cleaned internally and externally
- Wash tubs cleaned and stainless steel polished

Bedrooms

- Built in robes cleaned internally and externally, tracks and mirrors also
- Ceiling fans or air conditioning ducts cleaned



Floor coverings

- Carpets are to be professionally cleaned and deodorised and receipts provided for such
- Tiles and timber floors are to be vacuumed and mopped well
- Kickboards are to be washed and free of scuffs

Windows

- Glass is to be cleaned inside and outside where reasonably accessible
- Tracks vacuumed and wiped
- Screens washed and free of tears
- Sills wiped and free of marks

Window Coverings

- Venetian blinds are to be thoroughly cleaned
- Curtains to be cleaned (do not wash in machine without prior approval)
- Vertical blinds are to be wiped and all weights, cords, and connectors to be present

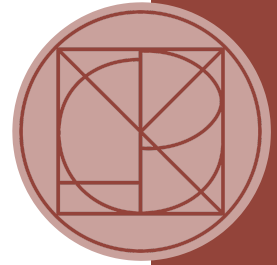
Walls and skirting

- Sugar soap works wonders when cleaning walls of marks and scuffs. Wipe down the walls and skirting like all other areas

Lights/Fans/Power Points

- All light fittings and switches to be cleaned and free from insects and dust
- All lights working, where noted on entry condition report
- Ceiling fans washed and in good order
- Power point to be wiped and free from fingerprints and grime

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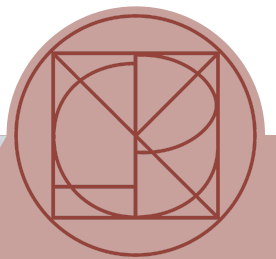
General

- Cobwebs removed from inside and outside the home
- All rubbish to be removed from the property
- Leaf catchers in downpipes cleared
- Awnings free from webs and marks
- Driveways, whether raw material or concrete, are to be weed sprayed, swept, and free from oil stains
- Garage floors and concrete areas to be swept and pressure cleaned where needed
- Please ensure all manuals, aerials, modems, or appliance remote controls are returned with batteries where applicable
- Lawns to be mowed and left without grass build up
- Fence lines and edges to be whipper snipped, gardens and other areas weeded
- Pool (if applicable) to receive a professional final service and receipt to be provided as such



Vacate Date and Handover to Agent

- Return all keys for your tenancy by 5pm on the lease end date to effect handover. Please note handover has not been effective until the keys have been handed to your property manager, and it is not acceptable to leave them at the property unattended. Returning the keys earlier than lease end date does not mean your tenancy is finalised from that date. You are responsible for the property until your lease end date.
- Make sure your rent is paid until your end date (or handover date if you are late to return the keys), and all tenancy invoices are finalised.
- Provide your agency with your forwarding address and preferred bank details for all parties of the bond – this information is required to complete your bond refund form
- Arrange to have your mail re-directed
- Disconnect electricity/paid subscriptions/gas etc – ensure there is a minimum of 3 days connection AFTER your lease end date. Power is required to be connected for the exit condition report to be carried out



Exit Inspection & Results

An exit inspection is essential for documenting the condition in which you hand the property back to the lessor/agent. My recommendation to tenants is to complete your own exit report (forms are downloadable from the RTA website) and provide a copy of this document to your lessor/agent during handover.

The lessor/agent is then required to complete an exit report in conjunction with yours, or taking yours into account. The exit report is then directly compared with the entry condition report on file and the results of the inspection should be listed.

You will then receive a list of items required to be completed in order to finalise your tenancy. This can include cleaning, repairs, lawn care, pest control, rent owing etc. Your lessor/agent will give you a timeframe within which you must have those items completed. It is important to note, the lessor/agent does not need to allow you access back to the property, which means all items may need to be completed by a third party contractor. This is why it's important to ensure you are double checking everything prior to handover; the goal is to minimise unnecessary or avoidable costs.

Finalisation of Tenancy

As the tenancy is coming to an end, all processes are working towards the final stage, which is refunding the bond. Once the bond refund is processed the tenancy is effectively over; that's the last step. There are numerous scenarios that can develop at this stage, but will generally fit one of the three following categories.

- ➔ Full bond refund: You have completed all requirements of your tenancy agreement, the exit inspection and responsibilities for your vacate. The bond is refunded in full back to you.
- ➔ Partial bond refund: You were unable to complete all requirements of your tenancy and have elected to having a bond deduction to finalise relative aspects.
- ➔ Bond Refund Dispute: The lessor/agent has made claim of your bond (full or partial) that you do not agree with and an agreement cannot be made between yourself and the lessor/agent. This will progress through a mediation process and if no agreement is made, this will proceed through to a claim in QCAT.

Bond Refund



FULL BOND
REFUND



PARTIAL BOND
REFUND



BOND REFUND
DISPUTE