

VACATING A PROPERTY

THE GUIDELINES



Agency: Sphere Management Services Pty Ltd

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GUIDELINES

This document provides a guideline to the process and timeframes involved when you vacate a Property. It is recommended that this document be read as soon as possible as it may assist you in the return of your Bond.

The timeframes and guidelines provided have been taken from the legislation governing Residential Tenancies in Queensland.

If you have any questions, please contact RTA (Residential Tenancies Authority on 1300 366 311or www.rta.qld.gov.au

AGENT PROVIDES VACATE INFORMATION AND REQUIREMENTS

We confirm the Notice received and also provide you with all associated paperwork to help make the vacating process as smooth as possible.

At this stage we will also begin the process of advertising the property for rent. Our Agency will contact you ahead of each appointment.

RENT PAYMENTS

Under the Residential Tenancies and Rooming Accommodation Act 2008, rent is to be paid to the Agency up to and including the day you vacate and handover keys to the Property.

Please do not stop paying rent and assume that this amount will be deducted from your Bond as the Bond is NOT to be used for rent payments. If required, the Bond may be used for costs associated with returning the Property back to the way it was at the start of the tenancy except for fair wear and tear.

TIPS TO OBTAIN A FULL BOND REFUND

Refer to the Entry Condition Report provided at the beginning of the Tenancy. See if there are any changes to this report allowing for fair wear and tear.

Use the Cleaning Checklist provided as a guide to assist you in cleaning the Property. Make sure ALL keys, garage remotes and swipe keys are returned.

If time does not permit you to attend to the work required yourself then we can recommend the following Professional Cleaners who conduct full cleans including steam cleaning of the carpet and an end of lease pest treatment. It is beneficial to use the services of a good cleaner who guarantees their work and who will return promptly if required.

Recommended Cleaners:

- **Smart Choi's Cleaning: 0410 554 747 (Joanne)**
- **Cleaning Queen : 0490 552 141 (Elisa)**

Once the above has been actioned recheck against the Entry Condition Report and complete the Exit Condition Report provided to you by the Agency.

ON HANDOVER OR VACATE DATE

On the vacate or handover day you must return **all keys/swipe card/garage remotes** and paperwork including receipts for Carpet Cleaning and Pest Treatment to the Agency before 5 pm. Please also return the Green Welcome Box that was given to you at the commencement of your tenancy.

As the tenant, it is your responsibility to arrange disconnection of all utilities such as electricity, gas and internet connection. Please ensure that the power is not disconnected until at least 3 business days after your vacate date to allow us to effectively perform the Exit Inspection.

VACATE INSPECTION

The Property Manager will complete the exit inspection within 3 business days after you vacate.

If you cannot or do not wish to attend the Vacate Inspection, please ensure you give our Agency the best contact details for you so the Bond can be finalised quickly.

If attending the inspection, it is a good idea to take general cleaning items in case a spot clean is required in a few places missed. This saves time so you don't have to return again.

If further items require attention, the Property Manager will notify you of details in writing and you will be given time to rectify – generally a 24-hour timeframe.

After items have been rectified, the Property Manager reinspects the Premises and completes the RTA Form 4 – Bond Refund form which you should review, sign and return asap.

If the item remains unsatisfactory, or you do not wish to return to the Property to attend to the issue/s we will engage a professional cleaner or contractor to attend to the issue/s and a claim will be made from the Bond for the costs associated. During this process, communication will be made with you by the Property Manager.

IF TENANT AND AGENT DISAGREE

We try to resolve the issue as promptly as possible to enable the Property to be relet and to refund your Bond amount that is not in dispute if applicable. This means the amount of Bond required to complete the work will be held at the RTA until the matter is resolved one way or another.

You may contact the RTA and complete a Form 16 – Dispute Resolution form.

The Agency can engage a professional cleaner or contractor (or both) to complete the items that need to be rectified and obtain Tax Invoices forming part of the claim on the Bond amount held. Usually a mediator from the RTA acts as a third party to help resolve the disputed Bond amount or issue/s.

As a last resort, the Tribunal is in place to deal with the disputes and a decision is made by a Referee who considers evidence provided by the Agent and the Tenant related to the matter.

MOVING HOUSE CHECKLIST

4 Weeks before moving house

- Start collecting boxes and packing materials
- Make sure you have notified your Agent in writing of your intention to vacate
- Book a removalist. If it's a DIY move, consider booking a trailer or truck to move large items
- Book storage facilities if necessary

3 Weeks before moving house

- Notify anyone that needs to know of your move, such as your employer, banks, insurance etc. You can do it yourself or use Australia Post's Notify Organisations service for selected organisations.

2 Weeks before moving house

- Arrange to have utilities disconnected at your current address such as electricity and internet and have a connection date for your future property

- Organise to settle any outstanding accounts
- If you have young children or pets, arrange to have them looked after on moving day
- Arrange a cleaner
- Organise mail redirection through Australia Post. You can redirect your mail for 1,3,6 or 12 months online or at Australia Post. <https://auspost.com.au/parcels-mail/manage-your-mail/redirect-hold-mail/redirect-mail>

1 Week before moving house

- Take any large rubbish items to your local tip
- Cancel or redirect newspaper and other delivery items such as groceries
- Start emptying out the fridge and pantry
- Gather all important documents and valuables in one place and make sure you carry these with you during the move – passports, birth certificates etc
- Confirm your cleaner/carpet cleaner/pest control and advise Agent of who you are using and what day the property is being cleaned

Moving Day

- Do a final check of the premises, including your carparks and storage cage, to make sure that you haven't left anything behind
- Gather all of your keys, gym card and basement remotes and return to Reception with your Green Box