

Ray White Cannington
Vacating Information



Vacating the Property

Notice in Writing

From 1st July 2013 if a fixed term lease is ending you will need to give 30 days notice of your intention to vacate, in writing and all tenants on the lease will need to sign this notice.

Tenants on a periodic lease will need to provide 21 days notice of the intention to vacate in writing and once again all tenants on the lease will need to sign this notice.

Breaking a Fixed Term

Should you wish to leave during a fixed term lease, you must provide your notice in writing. We are unable to accept your intention verbally.

In the case of breaking a fixed term lease, the following costs may be incurred:

- (a) **Rent and outgoings** until a tenant approved by the landlord takes possession, or the lease expires (whichever occurs first).
- (b) **Reletting fees** and **advertising costs** to relet the premises. This is payable pro-rata depending how much of the lease remains when a new tenant is secured.
- (c) Should the premises be vacant before a new tenant is secured, it is also your responsibility to ensure the **grounds are watered and maintained** for this period.



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 at the end of this handbook. The property must also pass the final inspection conducted by this agency.
- c) **Outstanding Accounts** - please ensure that any monies outstanding like water, any damages, compensation amounts and break lease fees are paid.
- d) **Keys** - ensure that all keys, remote controls etc. have been returned. If keys are NOT returned then locks will be changed at the tenant's expense. If remotes are NOT returned these will be replaced and re-set at the tenant's expense.

Once these criteria have been met we can then refund your bond. Delays to this in all cases relates 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.

Cleaning

Please use the '**Getting the Property Ready for Vacating**' guide at the end of this booklet.

It is also important to understand that cleaning thoroughness can be hampered by tiredness after moving into another property. We encourage you to employ a cleaner so this process is not compromised. Should the cleaning process not be completed thoroughly, this can result in extra costs associated in rectifying any cleaning issues and will also delay the return of the bond.

Carpet Cleaning

Please ensure the carpets are professionally steam cleaned and provide our office with the receipt.

We use and recommend E & R Carpets 0419 901 991 or Cottesloe Carpets 0419 910 223. If you choose an alternate carpet cleaner please ensure they are accredited with the ACCI (Australian Carpet Cleaners Industry)

The Final Inspection (Bond Inspection)

Only once the property has been fully vacated, cleaned and grounds made ready with keys returned can we commence our final inspection. It is important to note that if a final inspection time has been made and you are aware that you will not be fully ready for the inspection, please call us as soon as possible to rearrange another time. This inspection will be conducted during our usual business hours: 8.30am – 5.00pm Monday to Friday. You may be present for the bond inspection.

Outstanding Monies/Damages

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on a national internet tenancy database. **It is important to know your details may still be lodged for 3 years.**

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.

Eviction

Should an eviction occur, your details will be lodged on the national internet tenancy database.

National Internet Tenancy Database

The national internet tenancy database is 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, this database is also cross-checked. We are confident that should an agent checking an 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 satisfactorily with no monies left owing, to avoid lodgement of their details. If we lodge your details on a tenancy database we will advise of this in writing.

For specific details regarding the database we use, see www.ntd.net.au

Getting the Property Ready for Vacating - Checklist

- Mail Redirection** - please ensure that all mail is re-directed to your new address. You can complete a form with Australia Post to assist with this.
- Utilities** - electricity, gas, phone, etc. Please ensure all accounts are advised and cancelled accordingly.
- Appliance manuals** - please leave them on the kitchen counter.
- Keys** - please ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

Inside the Property

- Walls** - please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- Ceilings** - please remove any cobwebs.
- Ceiling mould** - please clean off (particularly in wet areas and sometimes in bedrooms).
- Light fittings** - clean off dust and remove any dead insects inside. All light globes must be working.
- Ceiling fans** - wipe fan blades and tops of fittings to remove dust build up.
- Skirting boards** - wipe down with a damp cloth.
- Doorways, doors** - wipe off finger marks and any other removable marks.
- Windows** - clean inside and out. Please note - nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. Also sills and runners (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here).
- Flyscreens** - brushed and dusted down. Please be aware, most modern sliding aluminium windows allow for the flyscreens to be taken off from the inside only, once the sliding part of the window has been moved first. Attempting to take them off from the outside may result in damaging them.
- Screen doors** - front and back including frames – wiped clean and screen wire brushed.
- Stoves** - clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - **however it is of importance that you read carefully the instructions on the product**. Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Therefore use with extreme caution!
- Kitchen range hood** - clean pull out filters and clean framework.

- Dishwasher** – run cycle with dishwasher cleaner.
- Bathroom** - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles including grout. Please ensure both the sink and bath has a plug available.
- Toilet** - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet.
- Laundry** - clean both the inside and outside of the trough, and underneath. Please ensure a plug is present.
- Tiling** -make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.
- Exhaust** - vents and fan covers are to be clean of any dust and dirt.
- Air-conditioners** - front vents and filters cleaned of built up dirt. Modern systems (Wall Type) - filters easily pull out and can be brushed down with a hand brush. If there is a ducted reverse cycle air-conditioner unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.
- Air-conditioning ceiling duct vents** - please clean down if dusty or dirty.
- Cupboards/drawers** - please clean/wash inside and out. Also doors and door frames, front and back of doors need to be cleaned.
- Curtains** - wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning.
- Blinds** - if you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.
- Floors** - floors to be mopped/washed if needed - please ensure corners and hard to get areas are also cleaned.
- Carpets** - please ensure the carpets are professionally cleaned.
We use and recommend E & R Carpets 0419 901 991 or Cottesloe Carpets 0419 910 223.
If you choose an alternate carpet cleaner please ensure they are accredited with the ACCI (Australian Carpet Cleaners Industry)



Use a Quality Professional Carpet Cleaner

A quality professional carpet cleaner can really extract some ground in dirt from a carpet. Here is the dirty water being poured out of a machine after a job is completed on a normal wear carpet.

Outside the property

- Lawns** - freshly mowed and edged (best done a couple of days before the tenant takes possession).
- Gardens** - remove any weeds, any rubbish and built up leaves etc.
- Rubbish** - remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left.
- Sweep** paths and paving areas.
- Oil spillage removal** – check and clean the carport and garage floors, paths and the driveway. If you have used a barbeque, check for any grease spots and spillages etc.
- Cigarette butts** - if there are cigarette butts lying around - please pick up and remove.
- Garages and tool sheds** - please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish.

If you have a pet

- Pet droppings** - please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – please do not bury them.
- Dog urine** - remove/clean where your pet may habitually urinate (Base of walls, verandah posts etc.)
- Dog stains** - to outside walls. Check where your dog regularly lies down, there might be 'tell tale signs' on walls etc.
- Dog/Cat claw damage** - check screen doors, flyscreens and curtains. Please replace the screen wire if required.
- Dog chew damage** - please ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet hair** - please ensure any visible pet hair inside is removed.
- Fumigation** - if your lease stipulates fumigation, please ensure this is arranged.

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 will delay the bond refund process if we need to employ tradesmen to complete cleaning, gardening or repairs.**

Therefore to get your bond back quickly here are some tradespeople we trust, use and recommend on a regular basis. Please note that cleaning and repairs from tenant/damage are at tenant expense.

Who we use and recommend-

Professional Cleaning – Please contact the office for our preferred cleaners

Carpet Cleaner - we use and recommend E & R Carpets 0419 901 991

Lawn Mowing/Gardening - we use and recommend Greenthumb Gino 0423 278 746

Driveway Sprayer/Cleaner - we use and recommend Splinters 0413 927 813

Rubbish Removal - we use and recommend Apples Handyman Service 0412 929 550

Handyman - we use and recommend Homezone Maintenance 0439 451 304

Glass Breakage - we use and recommend Dependable Glass 9455 3069

Pest Controller/Fumigator - we use and recommend Foremost Pest Control 9455 3955
or A-One Pest Control 9249 3808

