



RayWhite

Tenant

Moving Out Guide



Moving Out

Planning your move

Remember, you will be responsible for paying rent until the keys and any security remotes are returned. We recommend getting organised early when you decide to move out of the property. Packing often takes longer than you anticipate and if you leave it to the last minute you may cause yourself undue stress and extra costs.

Your property manager will contact you to make arrangements to start showing prospective tenants through the property ahead of your departure. It is understandable that there will be some disarray while you're packing, which is fine, but please ensure that the property is in good condition for these inspections.

Here are a couple of other tasks that are important to consider ahead of moving day:

Fill out a mail redirection form with New Zealand Post. This will make sure that any mail from people you haven't notified of your new address yet will still reach you. We cannot guarantee mail redirection.

Contact your utility providers (telephone, power, gas) and inform them of your moving date so that final readings can be carried out, then they can arrange for these services to be connected in your new home.

Final inspection

At the end of the tenancy and once all tenants have vacated, the property manager will go through the property and use the property inspection report to check that nothing is damaged or broken. (Some general wear and tear is to be expected but intentional damage is not.)

Some or all of the bond can be claimed for anything needing to be rectified by the tenant relating to the tenancy, such as unpaid rent, damage to the property, missing items and insufficient cleaning or gardening maintenance.

For more information on the final inspection process and bond refunds, see the 'Getting your bond back' section of this guide (page 32, 33).

Cleaning

Please use this as a guideline around what is expected of your final clean. This information will help you save time, stress and money.

Generally, you should expect to do the following as a minimum:

Inside the property

Walls

Clean off any dirty scuff marks, finger or food marks.

Ceilings

Remove any cobwebs and fly spots.

Ceiling mould

Clean off mould, particularly in wet areas and sometimes in bedrooms.

Light fittings

Clean off dust and remove any dead insects. Check all bulbs are working and replace any that aren't.

Ceiling fans

Wipe fan blades and fittings to remove dust.

Skirting boards

Wipe down with a damp cloth to remove all dust.

Doorways/doors

Wipe off finger marks and any other removable marks.

Windows

Clean inside and out, including sills and runners to remove dust build up and any dead insects. A vacuum cleaner and paint brush can do wonders here.

Stoves

Clean stove top, control display, knobs, any pull out or in-built drip trays, grill racks, oven racks, trays and inserts, oven bottom, roof and walls.

Kitchen rangehood

Pull out filters and framework to clean.

Bathroom

Clean sink, mirror, cabinet, vanity unit and drawers, shower, screen doors, bath, wall tiles and ceiling vents. Please ensure both the sink and the bath have plugs available.

Toilet

Clean seat, bowl, top, outside, and around the base.

Laundry

Please ensure a plug is present. We recommend you also put the washing machine through a hot wash cycle and clean and clear any clothes dryer filters if applicable.

Heat pumps

Clean front vents and filters.

Cupboards/drawers

Clean/wash inside and out. Doors and door frames, both front and back should be clean too.

Curtains

Wash any washable curtains or netting (check with your property manager first to make sure they are washable to ensure you do not damage them).

Blinds

If there are Venetian blinds, clean off the blind slats. Wipe down any other type of blinds.

Floors

Mop/wash all floors ensuring corners and hard to get areas are also cleaned.

Outside the property

Lawns

Should be freshly mowed and edges trimmed (best done right before your vacate date).

Gardens

Remove any weeds, rubbish and built up leaves.

Rubbish

Remove any rubbish or items that have been placed on or around the property. Be sure to check behind sheds, under shrubs and trees and under the house (this includes lawn clippings and compost left).

Paths

Sweep paths and paving areas (best done right before vacate date).

Oil spillage

Check and clean carport and garage floors, paths and driveway. If you have used a barbeque, check for any grease spots and spillages.

Cigarette butts

Please pick up and dispose of any cigarette butts lying around the property.

Decks and balconies

Sweep these clear and ensure they are clean and free from any debris or rubbish.



Getting Your Bond Back

Some or all of the bond can be claimed for anything left undone by the tenant in relation to the tenancy, such as unpaid rent, damage to the property, or cleaning and gardening that hasn't been done or is insufficient.

When you're vacating the premises it is our goal to assist you in securing your bond refund. Your property manager will need to inspect the property, referencing the initial and ongoing property condition against the outgoing condition report. This helps to determine whether there are any areas of the property that will require further rectification work by you, such as cleaning or repairs. Your property manager will discuss this with you in detail and provide you with a written report and list of any areas that are your responsibility. Attending to these matters quickly helps expedite the process.

Some, or all of the bond, can be claimed for anything needing to be rectified by the tenant and relating to the tenancy, such as unpaid rent, damage to the property, missing items and cleaning or gardening maintenance.

Refunding the bond

When the inspection has been completed, providing everything is in order, the bond refund form is to be filled out and signed by both the tenants and property manager. It is then sent to the Ministry of Business, Innovation and Employment where the signatures are checked against the ones on the bond lodgement form. If one signature is different or missing, the Ministry will contact the parties involved for confirmation that the claim is in order before paying the refund.

Refunds are made by direct credit and New Zealand bank account numbers must be supplied on the bond refund form. Please note that bond refunds usually take up to three working days to process.

Bond money to be refunded can also be transferred to a new tenancy. Please note that bond transfers usually take up to 10 working days to process.

If a refund amount is not agreed

If the tenant and the property manager cannot agree on the amount or costs that should be taken out of the bond, then either the tenant, property manager (or both) can make an application to the Tenancy Tribunal. (There is an application fee of \$20.44 for mediation).

The application will then be given to a mediator, who will contact the parties involved and set up a time for a mediation, which may be by phone or in person. Both the property manager and tenant will be able to discuss the claim being made on the bond and, with the mediator's help, may be able to reach a mutually agreeable outcome. The mediator will then write an order as to how the bond is to be paid out. This order is a binding court order. If no settlement is reached in mediation, the application will be set down for a hearing in the Tenancy Tribunal.

Bond transfers

Tenants should check with their property manager to see if bond transfers are accepted, as many agencies require full and cleared funds at entry. If accepted, a completed and signed bond transfer form can be used to transfer the bond money from an old tenancy to a new one. The form must be signed by both the old and new property managers. The new property manager should then send the completed form to the Ministry of Business, Innovation and Employment. Please note that bond transfers usually take up to 10 working days to process.

If the old bond amount is more than the new bond, the Ministry sends the tenant a refund (by direct credit) for the extra money. If the new bond amount is more than the old bond, then the tenant gives the new landlord the extra money to make up the balance. The bond transfer form and a cheque for the balance must then be sent to the Ministry of Business, Innovation and Employment within 23 working days of the new tenancy starting.

Important things to note around bond refunds

- A property manager does not have to release any of the bond before the tenancy ends in order for there to be sufficient bond for the next rental property (the same goes for any bond transfers).
- There is no required timeframe around how long after a tenancy ends a bond should be refunded. However, the time-frame should be reasonable and if there are any delays these should only be due to outstanding invoices or repairs and damages.
- Although it is recommended, the tenants do not have to be present when the final inspection is carried out. The property manager has the right to complete the inspection on their own.
- Failure to hand back all the keys for a property can delay bond refunds or result in charges being deducted for lock and key replacements. Please ensure that all keys are accounted for at the end of the tenancy.

Household Hints

Adhesive marks

Remove these with methylated spirits.

Ants

Black pepper, baby powder or Borax sprinkled under rugs will deter ants.

Bird droppings

If fresh, wash with warm water. If dried, scrape off excess with a mix of mild detergent and water, adding a few drops of ammonia to remove any stains.

Carpet

Where carpet has been flattened by heavy furniture, place ice cubes on the area and the carpet will lift as the ice melts. To deodorise carpet, sprinkle generously with baking soda before vacuuming.

Carpet stains

Wine: If just spilt, soda water can be used with a paper towel. If it has been there for some time, dampen the spot and apply Borax. Leave Borax on the stain until it is dry then vacuum.

Fruit juice: Make a solution with one teaspoon of Borax and ½ litre of warm water to sponge over the area.

Dog urine: Sponge with white vinegar and spray carpet with deodoriser e.g. Febreze.

Lipstick: Dab the spot with eucalyptus.

Oil: If just spilt, put talcum powder on the spot to absorb oil, then sponge with eucalyptus.

Excreta and vomit: Remove solid matter and mop up excess moisture. Sponge with white vinegar or soda water. Add a few drops of 'Nilodor' to offset the smell.

Drains

Pour a small amount of bleach down the sink to bring drains up nice and bright.

Doors

A damp cloth is normally sufficient to clean doors, however, if they are heavily marked use a detergent solution. Do not use a scouring pad.

Eaves

Use a garden hose and a stiff broom to remove cobwebs, dirt and dust.

Engine Oil

Use kitty litter to soak up engine oil from driveways

Flies

Keep crushed mint on the kitchen bench to deter flies from entering the kitchen, or leave some bay leaves on your windowsills. Mint also deters fleas.

Grouting

For coloured grouting use Epsom salts and a soft brush to clean off residue. For white grouting use bleach with a soft brush to remove residue.

Guttering

Gutters should be cleaned out regularly, especially prior to winter to avoid damage.

Hairspray

To remove hairspray marks from mirrors, rub with a soft cloth with methylated spirits.

Insects and pests

Sprinkle Borax powder around skirting boards or appliances to repel unwanted guests. Warning: Borax can be toxic to children and pets so use with caution.

Labels

Sticky labels can be removed by rubbing with eucalyptus, tea tree oil, acetone or Brasso.

Laminex

Most stains and marks can be removed by rubbing with toothpaste on a soft cloth.

Mirrors

To prevent bathroom mirrors from steaming up, rub the mirror with a cloth dipped in glycerine and polish off with a soft cloth.

Oil on concrete

Mix six parts of kerosene to one part detergent. Leave on the area for approximately five minutes then hose off.

Oven

A damp cloth dipped in baking soda will remove grease and stains from the glass. To clean the oven, warm for 15 minutes, turn off and place full strength ammonia in a saucer on the top shelf and a pan of boiling water on the bottom shelf. Leave overnight with the door closed.

The next morning open the door for 30 minutes (avoid the fumes), and wash off grease with detergent and hot water. Orange peel heated in the oven will remove any lingering smells. Cloudy ammonia is good for use on oven racks, trays and rangehood filters. Simply soak overnight and wipe clean. Line the grill tray and under elements on electric cook-tops with aluminium foil to catch food scraps and drips then remove and replace it when it's dirty.

Picture hooks

Contact your property manager before using any hooks at all.

Quarry tiles

If glazed, wipe with kerosene on a soft dry cloth. If unglazed, mop with an equal mix of linseed oil and turpentine.

Rubber stains

Rubber stains can be removed from kitchen floors with tea tree oil.

Rust

To remove rust from sinks and wash-tubs, cut a lemon in half, dip the raw edge in salt and rub over the rusty area. Rinse with cold water. Alternatively, rub vinegar on a cloth and clean the area, then rinse with cold water.

Sand

Sand is good for absorbing spills and oils on outside areas.

Toilets

To clean stains from the toilet bowl, squirt with household bleach and leave overnight. The lid should be removed regularly to avoid build up under the seat. Remove the lid by loosening the two wing nuts at the back of the bowl and slide off.

Unknown stains

For unknown stains the safest ingredient to use is eucalyptus. Just dab it on the affected area.

Vaseline

Vaseline is good for use on door hinges to stop doors squeaking.

Walls

Walls should be washed down with warm soapy water and not spot-cleaned. A new or clean squeeze mop is good to clean walls with.

Windows

To clean windows add ½ cup of methylated spirits to a bucket of water.

This Guide has been developed to help make moving out easier and should be used as a reference only. The responsibility still lies with the tenant (tenancy holder) to ensure they keep copies of all relevant tenancy documents and that they are aware of their obligations that they have signed upon with their specific property manager. All information presented is correct at the time of printing (June 2020).

If you have any questions or concerns relating to your tenancy or the property that you are leasing it is always best to contact your property manager directly.

A great source of free and impartial tenancy advice is Tenancy Services. Check out their website: [tenancy.govt.nz](https://www.tenancy.govt.nz) or call their Tenancy Services helpline you can call on 0800 836 262.



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