

The RayWhite logo is displayed in a bold, black, sans-serif font on a bright yellow rectangular background. The background is positioned in the upper right corner of the image, partially overlapping the dark door and the white window frame.

RayWhite

The title 'Top tips for tenants' is written in a large, white, serif font, centered on the dark door. A thin yellow horizontal line is positioned below the text.

Top tips for tenants

The text 'Ray White Cleveland' is written in a white, sans-serif font, centered below the title and above the doormat.

Ray White Cleveland

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 started 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.

We will contact you to make arrangements to start showing prospective tenants through the property ahead of your departure. We understand there will be some disarray while you're packing, which is fine, but if you could please ensure that the property is in good condition for these inspections it would be much appreciated.

Here are a few other tasks it's important to remember ahead of moving day:

- Fill out a mail redirection form with Australia Post. This will make sure 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 and they can arrange for these services to be connect in your new home.
- Make a booking with an approved carpet cleaner when you know when the property will be vacant.

Ask us how we can help you make your move

Ray White Concierge knows that moving house is hard work. They specialise in connecting you with the right services to make your move hassle free, from tradies and cleaners to removalists, storage and pet transportation.

raywhite.com/concierge

C O N C I E R G E

Ask us how we can help you make a saving

Loan Market now employs more than 500 mortgage brokers throughout Australia... so if you're looking at purchasing a property as your next step, they've likely got someone just around the corner that's ready to help you.

If you already have an investment property, Loan Market can review your current rate and loan conditions for you, give advice on a home loan structure to best suit your requirements and help you identify real wealth creation opportunities.

You can compare mortgage rates, fees and charges from over 30 of Australia's biggest banks and lenders – see how much you could save.

loanmarket.com.au

Loan Market 

Cleaning

If your Property Manager does not provide you with any specific guidelines around what is expected of your final clean – ask them as they may have an office policy you should adhere to. Finding out this information in advance 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. Wipe down light switches from fingerprints and smudges	<input type="checkbox"/>
Ceilings	Remove any cobwebs and fly spots.	<input type="checkbox"/>
Ceiling mould	Clean off mould, particularly in wet areas and sometimes in bedrooms.	<input type="checkbox"/>
Light fittings	Clean off dust and remove any dead insects. Check all bulbs are working and replace any that don't work.	<input type="checkbox"/>
Ceiling fans	Wipe fan blades and fittings to remove dust.	<input type="checkbox"/>
Skirting boards	Wipe down with a damp cloth to remove all dust.	<input type="checkbox"/>
Doorways/doors	Wipe off finger marks and any other removable marks.	<input type="checkbox"/>
Windows	Clean inside and out, including sills, runners and window tracks to remove dust build up and any dead insects. A vacuum cleaner and paint brush can do wonders here.	<input type="checkbox"/>
Stoves	Clean stove top, control display, knobs, any pull out or in-built drip trays, griller racks, oven racks, trays and inserts, oven bottom, roof and walls.	<input type="checkbox"/>
Kitchen rangehood	Clean pull out filters and framework.	<input type="checkbox"/>
Bathroom	Clean sink, mirror, cabinet, vanity unit and drawers, shower, screen doors, bath, wall tiles, exhaust fan covers and ceiling vents. Please ensure both the sink and the bath have plugs available.	<input type="checkbox"/>
Toilet	Clean seat, bowl, and outside around the base.	<input type="checkbox"/>
Laundry	Clean both the inside and outside of the tub, and underneath. Please ensure a plug is present.	<input type="checkbox"/>
Air conditioners and heaters	Clean front vents and filters.	<input type="checkbox"/>
Cupboards/drawers	Clean/wash inside and out. Doors and door frames both front and back should be clean, as well as the door knobs.	<input type="checkbox"/>
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).	<input type="checkbox"/>
Blinds	If there are Venetian blinds, clean off the blind slats. Wipe down any other type of blinds.	<input type="checkbox"/>
Floors	Mop/wash all floors ensuring corners and hard to get areas are also cleaned.	<input type="checkbox"/>

Outside the Property

Lawns	Freshly mowed and edges trimmed (best done right before your vacate date).	<input type="checkbox"/>
Gardens	Remove any weeds, rubbish and built up leaves.	<input type="checkbox"/>
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). If pets are allowed, ensure all pet waste is removed.	<input type="checkbox"/>
Paths	Sweep paths and paving areas (best done right before vacate date).	<input type="checkbox"/>
Oil spillage	Check and clean carport and garage floors, paths and driveway. If you have used a barbecue, check for any grease spots and spillages.	<input type="checkbox"/>
Cigarette butts	Please pick up and dispose of any cigarette butts lying around the property.	<input type="checkbox"/>

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, items missing, cleaning or gardening.

Getting your bond back

When 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 your 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 on 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 – 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, and providing everything is in order, the bond refund form is to be filled out and signed by both tenant and Property Manager. The form is then sent to the state specific Rental Bond Board, where the signatures are checked against the ones on the bond lodgement form. If one signature is different or missing, the board contacts the parties for confirmation that the claim is in order before paying the refund. Refunds are made by direct credit and all your specific bank account numbers must be provided at the time the form is given to your property manager. Please note that bond refunds usually take up to three to five 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 or the Property Manager (or both) can make an application to the Tenancy Tribunal for mediation and dispute settlement. There may be a fee for this dispute hearing.

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 binding as a court order. If no settlement is reached in mediation, the application will be set down for a hearing in the Tenancy Tribunal.

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 are companies out there such as 'MoveSmart' who will help provide bridging funds for a new property while you are waiting on your current bond to be refunded.

There is no required time-frame around how long after a tenancy ends in which 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 stain.

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. Pouring table salt directly onto freshly spilt red wine can also absorb the wine, use a mixture of baking soda and white vinegar for any stubborn stains – dab, don't rub.

Fruit juice: Make a solution with one teaspoon of Borax and 1/2 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. This also works well removing hair in shower drains.

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.

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.

Kitty litter

Good for soaking up engine oil from driveways.

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 griller tray and under elements on electric cook-tops with aluminium foil to catch food scraps and drips and remove and replace it when dirty.

Picture hooks

Contact your Property Manager before using any hooks at all. Even removable hooks can remove paint if not removed carefully.

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 Eucalyptus 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 1/2 cup of methylated spirits to a bucket of water.



Thank you

This Tenant Information Guide has been developed to help make your tenancy easier and should be used as a reference only. The responsibility still lies with the tenant (leaseholder) to ensure they keep copies of all relevant lease documents and that they are aware of their obligations that they have signed upon with their specific Ray White Office and Property Manager. If you have any questions or concerns relating to your lease 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 the RTA website rta.qld.gov.au/Renting where you can learn more about anything tenancy related.



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