



RayWhite®

Top tips for tenants



Welcome home

Thank you for choosing to rent with us.

When moving into your new home there is so much to organise and remember, it can be easy to forget about the minor details that help make your time in this property a problem-free and enjoyable one. This document aims to provide you with some useful information to help you during your tenancy with us.



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The background of the page features a soft-focus photograph of an interior space. In the foreground, the back of a wooden chair is visible. In the background, there is a large, oval-shaped mirror on the wall and a ceramic vase with a dark, abstract pattern on a shelf to the right.

Tips for a successful tenancy

As a tenant there are a few things you can do during your tenancy to ensure that renting with Ray White is an easy process.

- Communicate with your Property Manager. Let them know if a rent payment is going to be late, damage has occurred or something isn't working. Full communication and disclosure will help your tenancy run smoothly.
- Your property manager will take photos. These are a great way to record the condition of the property when you first move in. You also can take pictures (that are date stamped) of the property, especially any areas that may be damaged or unclean. You should give a copy of these to your property manager also, these photos will then form part of your entry condition report.
- Keep a copy of the Tenancy Agreement, initial inspection report, rent receipts, Rental Bond Online login as well as any letters or emails received in a designated folder or file in case you need to refer to at a later date.
- Never stop paying your rent, even if there are issues with your tenancy. Failure to pay rent can affect chances of success in any Tenancy Tribunal case and will not speed up repairs or solve issues.
- Comply with the terms of your Tenancy Agreement. In particular, never make any alterations, keep a pet or let other people move in without seeking written permission from the Property Manager first.
- If the property has a pool or garden make sure you are very clear about the expectations or tenancy conditions around who is responsible for ongoing maintenance.
- If the end of the tenancy is approaching and you wish to extend the current agreement, please contact your Property Manager as soon as possible to advise them of your interest.



Tenancy agreements

Fixed term tenancy in NSW

A fixed term tenancy agreement ends when the end date has been reached and the tenant/resident gives the property manager/owner notice that they will be leaving or the agent gives the tenant/resident notice to leave. Otherwise the agreement continues as a periodic agreement.

Periodic tenancy in NSW

Under a periodic agreement the tenancy ends when the tenant/resident or property manager/owner give the correct notice.

Giving notice under these agreements:

Periodic agreement

21 days – at anytime during the periodic agreement

Fixed term agreement

14 days before the end date of the fixed term

Breaking the lease

A fixed term tenancy agreement can not be ended before the expiry unless you wish to break the lease.

Breaking your lease can be costly and needs to be thoroughly thought through. If you make the decision to break the lease, all tenants named on the lease need to advise the agency. The agency will discuss the terms of your specific agreement and will outline the costs to you. This can range from a fee equivalent to 6 weeks rent, to you the tenant being responsible for the rent until a new tenant moves in and letting/advertising costs. It is best to contact your property manager when making this decision.

Giving notice/vacating premises

If you wish to vacate your property you are required by law to notify your Property Manager in writing and provide a minimum of 21 days notice. You will be liable for rent up to and including the 21st day of your notice period. Notice is effective from the date it is received by the office (same day with emails sent before 5pm; allow four working days for anything sent in the post).

Note: For tenants on fixed term tenancies, the above does not apply as your agreement cannot be terminated by notice.



Rent

Paying your rent

It's your legal responsibility to pay your rent on time as it's set out in your tenancy agreement – before the due date. Your rent must be paid before the date it is due, this allows for bank processing times. During your induction meeting your property manager will set out the schedule with you and explain how and where your rent is to be paid. If you have problems paying your rent or know there might be an issue in the future, make sure you let your Property Manager know straight away. Even if you're unhappy about something to do with the property, you still have to pay the rent on time – if you don't, it won't reflect well upon you if it comes to a Tribunal hearing.

Rent reviews and increases

Your Property Manager will give at least 60 days' written notice to increase the rent. There is no limit as to how much the rent may be increased, providing that any increase is not excessively above 'market rate'. Rent can only be increased during a fixed term tenancy where provision for this is written into the tenancy agreement and the same time frames apply.

Rent in advance

This is a concept that can be misleading due to its title and often creates confusion for tenants, especially at the end of any lease. 'Rent in advance' doesn't mean that you have paid a lump sum of rent and therefore do not need to pay rent in your last week(s) of a tenancy. It refers to the concept and obligation of a tenant to pay their rent before it comes due.

In the example below we have a lease that began on Wednesday 4th September and 'one week's rent in advance' has been paid. This simply means that the tenant has paid the first week's rent for the period ending on Tuesday 10th September (the area in red). To ensure the rent is received by the Property Manager before it is due, the next payment would be due to come out of the tenant's account on Tuesday 10th September to ensure it reaches the Property Manager by the 11th. This then covers the tenant up until and including Tuesday 17th (the area in green).



If the tenant had been in the property for some time with this weekly payment system and had handed in their notice to leave, with the final day being Saturday 21st, they wouldn't be a week in advance or not needing to pay for the final week. They would still owe four day's rent (the area in blue) and this is where often the confusion can arise.

Another way of looking at this is if you were to go into a store to buy a can of soft drink then drink the contents before paying for it – you'd probably find the store owner wouldn't be too pleased. You always pay for something first, then consume it afterwards. Paying 'rent in advance' is exactly the same – you purchase the time period in advance and then consume the time period by living in the property – or in other words: 'pay before you stay'.



Useful information

Further information to assist you throughout your tenancy.

The Residential Tenancies Act

The best way you can avoid problems is by keeping in regular contact with your Property Manager and trying to sort out any issues as soon as they arise.

It is also important for you to understand and follow your legal rights and responsibilities as a tenant under the Residential Tenancies Act 2010.

In each state the government produces a booklet specifically designed for tenants which sets out their specific rights and responsibilities. Your property manager will provide you with a copy of this during your induction meeting.

Insurance

Although the landlord is responsible for insurance relating to the property itself, they are not responsible for insurance of the tenant's possessions. If your belongings become damaged or destroyed by an event affecting the owner's property (such as a fire, storm damage, flooding or power outages) your possessions are not insured by the landlord.

For example:

- An electrical fault in the building starts a fire and the property is destroyed. Your possessions will not be covered by the landlord's insurance.
- You are away on holiday and an electrical fault causes a power outage in the building and you return home to find your fridge/freezer goods spoilt. The landlord's insurance will not cover your fridge/freezer goods.
- A storm blows a tree onto the house and your belongings are damaged. The landlord's insurance will not cover your possessions. Therefore, we recommend all tenants take out their own contents insurance, as well as a rental insurance policy (or liability insurance), that will cover you for any possible damage you or one of your guests may cause to the property.

Ask us how we can help keep you covered

Ray White Concierge can help you organise an insurance policy that's right for you so you're covered from the very beginning. They can also make sure you benefit from ongoing discounts on all your insurances. Just ask them.

raywhite.com/concierge

C O N C I E R G E

Utilities

It is the tenant's responsibility to ensure they have set up their utilities accounts (such as gas, phone, power and internet). These must be under the tenant's own name. Remember to close these accounts when vacating.

Water rates and other outgoings

The minimum criteria for landlords to pass on water usage charges are:

- the rental premises must be individually metered (or water is delivered by vehicle, such as those with water tanks on rural properties)
- the charges must not exceed the amount billed for water usage by the water supplier the rental premises must meet required 'water efficiency' standards.

Ask us how we can help you save on utilities

Ray White Home Now can help you compare utility offers to get you the best deal and have you up and running faster. Whether you need electricity, gas, internet, phones, water or pay tv, Home Now can help you get connected.

raywhitehomenow.com



Charge as shown on water bill	Can tenant be charged?
Water usage charges	✓ Yes, tenant can be charged
Sewerage usage charge (may appear on the bill as fixed or variable)	✗ No, tenant cannot be charged. Sewerage is not a service charge as defined by the Act and cannot be passed onto the tenant
Fixed access charges (including water access charge and sewerage access charge)	✗ No, tenant cannot be charged. The lessor must pay all fixed charges for water supply

Routine property inspections

Routine property inspections occur not less than four times per year. These inspections are a requirement under most landlord insurance policies. Your Property Manager is required to provide a minimum of 7 days notice, in writing, prior to any inspection.

Due to time constraints it is not always possible to alter an inspection time, and your Property Manager is not obligated to do so. You are not required to be present for any inspection, however you are most welcome to if you wish to discuss any issues around your tenancy.

Occupancy

Only the people listed on the tenancy agreement are permitted to reside at the property on a permanent basis. If a tenant on the agreement wishes to move out you must notify the Property Manager immediately.

Of course you are allowed to have visitors to the property. As the occupant you are responsible for the behaviour of the visitors during the time. If you have someone that wants to come and stay with you on a more permanent basis, then you need to inform your property manager so they can make the arrangements of adding this person to the tenancy agreement.

Painting, decorating & renovating

If you wish to make any changes to the property, including, but not limited to, decoration, painting or renovation, you must obtain written permission before any work commences.

Car parking

Tenants should only park in their designated areas that form part of their tenancy. Please ensure that cars are not parked on grass verges or lawns and do not block shared driveways. Cars that are not registered or running are not permitted to be parked on the premises.

Pets and animals

Pets may only be kept at the property if you have first received written permission from your Property Manager or it is allowed for by way of a clause in your Tenancy Agreement. Failure to do so will put you in breach of your Tenancy Agreement and could affect your ability to continue living in the property.

Fireplaces

If the property you are renting has a fireplace this cannot be used unless you have been given written permission from your Property Manager. A quick email can confirm whether you can use it if you are unsure. Some fireplaces are ornamental and may have their flue/chimney blocked and using it could cause a house fire or property damage.

Picture hooks

If you wish to install any new picture hooks you will need to get written permission from your Property Manager. Picture hooks can cause damage to the walls so if in doubt, always check with your Property Manager first. Even Blu-Tack or other hanging adhesives can leave an oily residue on a wall which does not disappear with repainting.

Damage to the premises

It is the tenant's responsibility to look after the property, both internally and externally. This of course includes any lawns or gardens that are part of your Tenancy Agreement. It is important to remember that you have an obligation to report any damage to the property immediately to your property manager.

Keys

If keys are not returned at the end of any tenancy, the tenant will be responsible for the cost of replacement locks and this can be deducted from the bond. No further keys are to be cut by the tenant without prior written consent from your Property Manager. This process is in place for your protection and security and that of any subsequent occupiers.

If you ever require further information around the Residential Tenancies Act in your State or your responsibilities as a tenant, you should speak to the Office of Fair Trading. You can visit their website here [fairtrading.nsw.gov.au](https://www.fairtrading.nsw.gov.au)



Strata-titled body corporate properties

If you are renting a strata-titled or body corporate property, including a unit, apartment, townhouse or duplex, there is some extra information you need to be aware of.

You will receive a copy of the by-laws of the property when you sign your lease. Please familiarise yourself with these and keep the following in mind.

Common property

Within your complex there will be areas of common property, that are shared spaces. There are several standard by-laws that relate to common property that all new tenants need to be aware of. Ask your Property Manager for details.

Parking

If your apartment or unit has one or more allocated parking bays, you must ensure that you only use the bay(s) assigned to you. You cannot park a vehicle on any area of common property, or use a visitor car parking bay on a regular basis.

Your visitors

It is your responsibility to ensure that your visitors comply with the by-laws, including parking and their behaviour within common property areas.

Noise and disturbance

In the close living situation of a strata complex, it is the right of every occupant to be able to use and enjoy their properties and areas of common property. Therefore excessive noise and inappropriate or offensive behaviour that causes a disturbance to other occupants is prohibited under the by-laws of the complex.

Fair wear and tear

Fair wear and tear generally means damage that happens through:

- the ordinary day-to-day use of a place by a tenant (e.g. carpet gets worn from people walking on it); and
- the ordinary operation of natural forces (e.g. sunlight, rain).

As a tenant you are only liable for any damage caused by negligence, being irresponsible or any intentional actions that cause damage to the premises. The examples in the following will help illustrate the differences between the two.

Some common examples of wear and tear:

- Faded curtains or frayed cords.
- Furniture indentations and traffic marks on carpets.
- Scuffed wooden floors.
- Faded or cracked paint.
- Loose hinges or handles on doors or windows and worn sliding tracks.
- Cracks in the walls from building movement.
- Water stains on the carpet from rain leaking through the roof or bad plumbing.

Damage for which you may be liable:

- Missing, damaged or torn curtains – either caused by the tenant or their pet/s.
- Stains or burn marks on carpets.
- Badly scratched or gouged wooden floors.
- Unapproved paint jobs or large areas of damage e.g. from posters being ripped off walls.
- Broken window glass through negligence
- Holes in the walls left by tenants removing picture hooks or shelves they have installed.
- Water stains on the carpet caused by overflowing bath or indoor pot plants.



Maintenance

Maintaining the property

As a tenant you need to keep the property in a 'reasonably clean' condition. We won't be telling you "how to live" but we do have an obligation to ensure that the property complies with health and safety laws and regulations, as a tenant you also share this responsibility. It doesn't have to be perfect, but staying on top of cleaning and maintenance will keep you in good stead with your Property Manager and make it easier when you vacate at the end of your tenancy.

Maintenance that arises

If something breaks down or goes wrong you need to tell your Property Manager straight away – and always in writing. Include as many details as possible and photos if you have them. This helps create a permanent record of the maintenance request. Your property manager will provide you with an app or email address that you can log your requests into quickly and efficiently.

Emergency repairs

Emergency repairs require urgent attention, and if it is deemed that if they are not attended to could cause injury to the tenant or damage to the property. If such situations arise you need to notify your Property Manager, or the property management office for which they work, immediately. If it is a weekend/public holiday, you will have been provided with an emergency number for the office along with a list of tradespeople who you can contact in these situations. It is however extremely important that you notify your property manager also.

Emergency repair examples may include (but are not limited to):

- Water pipes have broken or burst
- Blocked or broken toilet (if a second toilet is not available)
- Serious roof leak
- Gas leak
- Dangerous electrical fault (e.g. loose power point or live wire)
- Flooding/rain water inundation
- Serious storm or impact damage (e.g. car impact into garage)
- Failure or breakdown of the gas, electricity or water supply to the premises
- Failure or breakdown of an essential service or appliance required for water or cooking
- Hot water service failure
- A failure or breakdown of a heater or air-conditioner

Your maintenance responsibility

As a tenant you are responsible for the general upkeep and maintenance of the property – including the following:

Grounds and garden

Refer back to your signed Tenancy Agreement or Property Manager for clarification on this if you are unsure. However, unless you have been advised that this responsibility is not yours it is safe to assume that as the tenant, you are responsible for maintaining the grounds, lawns and gardens so that these are kept in a reasonably clean and tidy condition at all times.

Guttering

Gutters form a part of normal maintenance in a property and it is recommended that they be cleaned out at least once a year to remove leaves and debris. If you see wet patches or a concentration of mould on the walls or ceiling close to the gutters then this may indicate they are blocked and you must advise your Property Manager immediately so they can arrange to have them cleaned out.

Mould and mildew

Mould and mildew are invariably present in many households and removing and containing it is the tenant's responsibility. There are three conditions that have to be present for the growth of mould:

- Mould spores
- A surface with sufficient food source to maintain life
- A source of moisture

To prevent moisture build-up from inside the home you need to have a balance between adequate heating and ventilation. The interior temperature should ideally be maintained between about 18 to 22 degrees for comfort. Ventilate your home by leaving windows open a centimetre or two, depending on the outside air movement and the amount of cross ventilation. The general rule is, ventilate little and often rather than in short vigorous bursts. Window glass is a good guide if it starts to show more than the minimum of condensation, the windows should be open a little further.

Preventing mould:

- Open the windows and doors when you are home
- Open windows and use extractor fans for steam to escape from cooking and bathing
- Vent clothes dryers directly outside
- Open curtains early in the morning and close them when the sun goes down
- Put a cupboard heater in wardrobes if mildew is likely to occur
- Do not put damp clothes or shoes in a wardrobe

- Keep lids on pots when cooking
- Wipe condensation off walls and windows when it happens
- Hang washing outside to dry when possible
- Use electric heaters rather than gas (gas heaters expel water as the gas burns)

Removing mould:

- To protect your health and that of your family/flatmates remove mould as soon as it appears
- You can use diluted household bleach (one part bleach mixed with three parts water), or a less abrasive cleaner like cider vinegar.
- Use a sponge or cloth when washing off mould and rinse it often to reduce the risk of it spreading

Pot plants

Please keep pot plants outside where possible. If they are to be put inside, please check with your Property Manager first, preferably in writing, to ensure you do not breach your Tenancy Agreement. Pot plants placed on hard surfaces may leave a circular indent, stain or damage and pot plants placed on carpet areas run the risk of rotting or damaging the carpet underneath. If pot plants are placed outside, ensure they are not put on a deck or other wooden surfaces, as this could cause rotting or discolouration of the wood.

Pest control / infestations

If you have pest infestation problems, you should check if there are cleanliness issues to address that may be causing the problem. If the cause does not appear to be related to cleanliness you could discuss the problem with your Property Manager as soon as possible to determine if eradication or fumigation is necessary. Tenants have an obligation to keep the premises reasonably clean and tidy. Infestations that can be attributed to a lack of cleanliness may be your responsibility to remedy. In these cases your Property Manager could seek an order from the Tenancy Tribunal for the fumigation work to be done and for the tenant to be charged. Ensuring your property is clean will do a lot to keep the rats and mice away. Also make sure there is no food source or somewhere for them to nest – steel wool is good for blocking up any mouse holes you may find.

Troubleshooting

No electricity

Check fuses and the safety switch located in the electrical meter box. If the safety switch has tripped, reset it. If it trips again, turn off all the powerpoints and unplug your appliances. Reset the safety switch again, then begin plugging in your appliances one by one to find out which one is tripping the switch. If the appliance belongs to you, the repairs are your responsibility. If the appliance belongs to the owner, contact your Property Manager who will arrange repairs.

If you can not restore power after you have checked the fuses and safety switch, check if your neighbours have power. Your local electricity provider will be able to advise you if there are any faults in your area.

If you have completed these checks and cannot find the cause of the problem contact your Property Manager.

Hot water systems

If you experience problems with a gas hot water system, check the pilot light has not gone out. There should be instructions on the system for relighting the pilot light. You can also adjust the temperature of the water ...again, check the instructions.

Washing machines and dryers

For washing machines, check the hot and cold water connection hoses and taps before calling to report a problem. Dryers will need to have the lint filter cleaned after each use. If the appliances belong to you, you will be responsible for any maintenance. If they belong to the owner and you have checked the manual (if provided), contact your Property Manager to arrange repairs.

Blocked sinks and drains

You are responsible for keeping all sinks, tubs, showers and toilet drain lines clear. Do not allow anything into the plumbing system or use them for any purpose other than their original design. Sanitary products, diapers, facial tissues, condoms, cotton swabs, cigarette butts, coffee grounds, cooking fat or oils are not to be flushed down toilets or otherwise deposited into the drain.

If a kitchen sink or laundry tub is blocked try this solution first. In a dry sink, pour 1 cup of baking soda down the blocked drain, and ensure that the powder makes its way down the drain. Next, pour approximately 2 cups of boiling water in and wait several minutes. Add one more cup of baking soda in and immediately follow it with one cup of plain white vinegar. If there is a recurring problem with blocked sinks or drains, please advise your Property Manager.

Your safety – being aware

The highest priority must always be for your safety, the safety of your children, other occupants and visitors. For this reason we ask that you please be aware of your surroundings and notify us right away if you have any concerns.

Some things to be aware of include:

- Exposed wiring, faulty power points and switches
- Gas smell or odour
- Damage to paving and pathways that could cause someone to trip and fall
- Suspicious or dangerous plants in the garden that are poisonous/toxic or that you may be allergic to
- Bee or wasp nests
- Loose or rotten floorboards
- When cleaning a property with high ceilings or attending to light fittings that are hard to reach, please make suitable arrangements to have this done
- Loose balcony railings, steps or decking woodwork
- Loose or faulty locks, in particular any entry doors and screen doors
- Broken or cracked windows and any broken or loose window locks



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	☐
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 don't work.	☐
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, runners and window tracks 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, grillers racks, oven racks, trays and inserts, oven bottom, roof and walls.	☐
Kitchen rangehood	Clean pull out filters and framework.	☐
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.	☐
Toilet	Clean seat, bowl, and outside around the base.	☐
Laundry	Clean both the inside and outside of the tub, and underneath. Please ensure a plug is present.	☐
Air conditioners and heaters	Clean front vents and filters.	☐
Cupboards/drawers	Clean/wash inside and out. Doors and door frames both front and back should be clean, as well as the door knobs.	☐
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	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). If pets are allowed, ensure all pet waste is removed.	☐
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 barbecue, check for any grease spots and spillages.	☐
Cigarette butts	Please pick up and dispose of any cigarette butts lying around the property.	☐

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 will be refunded directly into the bank account that is listed in your Rental Bonds Online account. 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 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.

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 Tenants NSW website tenants.org.au where you can learn more about anything tenancy related.





If you have a compliment
or a complaint we want to
hear about it.

We listen to our customers. You can trust that we take your feedback onboard. We take pride in what you think we do well, and we learn from what you think we could do better.

If you feel we haven't delivered on what we promised, let us know and we'll start an investigation for you. We take all concerns seriously and every complaint is fully investigated by liaising with you and the Principal of the Ray White franchise in question. If you would prefer us to keep the information you send us confidential, please tell us when you send us your details. We'll let you know what we're doing about your complaint as soon as possible.

Although every effort will be made to resolve your issue, if we are unsuccessful, you may wish to take the matter to your local complaint handling body.

Get in touch at raywhite.com/feedback

RayWhite[®]

