



Guide to Receive a Full Bond Refund

This guide is to assist you in making your moving and vacating process as stress free as possible. Standard Terms 37 to 40 of the General Tenancy Agreement set out the requirements for vacating the property plus any additional special terms. The property must be returned in the same condition as it was found as per the RTA Form 1a Entry Condition Report. All keys are to be returned upon the day of handover. You must provide your forwarding address and also complete the exit condition report which is enclosed. Please provide evidence as to how the carpets have been cleaned such as a carpet cleaning receipt upon handover of the keys.

37 Condition premises must be left in – s 188(4)

At the end of the tenancy, the tenant must leave the premises, as far as possible, in the same condition they were in at the start of the tenancy, fair wear and tear excepted.

Examples of what may be fair wear and tear –

- wear that happens during normal use
- changes that happen with ageing

38 Keys

At the end of the tenancy, the tenant must return to the lessor all keys for the premises.

39 Tenant's forwarding address – s 205(2)

(1) When handing over possession of the premises, the tenant must, if the lessor or the lessor's agent asks the tenant in writing to state the tenant's new residential address, tell the lessor or the agent the tenant's new residential address.

(2) However, subclause (1) does not apply if the tenant has a reasonable excuse for not telling the lessor or agent the new address.

40 Exit condition report – s 66

(1) As soon as practicable after this agreement ends, the tenant must prepare, in the approved form, and sign a condition report for the premises and give 1 copy of the report to the lessor or the lessor's agent.

Example of what might be as soon as practicable –

when the tenant returns the keys to the premises to the lessor or the lessor's agent

Note –

For the approved form for the condition report, see the information statement. The report may be very important in deciding who is entitled to a refund of the rental bond if there is a dispute about the condition of the premises.

(2) The lessor or the lessor's agent must, within 3 business days after receiving the copy of the report –

- (a) sign the copy; and
- (b) if the lessor or agent does not agree with the report – show the parts of the report the lessor or agent disagrees with by marking the copy in an appropriate way; and
- (c) if the tenant has given a forwarding address to the lessor or agent – make a copy of the report and return it to the tenant at the address.

(3) The lessor or agent must keep a copy of the condition report signed by both parties for at least 1 year after this agreement ends.

As a guide to assist your cleaning process, please review the table below:

| General Requirements | Completed |
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| Curtains, Venetians and Blinds to be cleaned, washed or dry cleaned according to fabric and as required | |
| Insect screens to be removed carefully and hosed and brushed | |
| Windows, Windowsills and tracks to be vacuumed and cleaned | |
| Doors, door frames and tracks to be left clean and undamaged | |
| Marks to be removed from walls with sugar soap or similar product | |
| Cobwebs to be removed from ceiling cornices and walls | |
| All light fittings to be cleaned and free from insects | |
| All floors and skirting boards to be washed | |
| All ceiling fans throughout to be free from dust (if applicable) | |
| Clean all mirrors throughout including wardrobe door mirrors (if applicable) | |
| All exhaust fans throughout the property to be cleaned | |
| Air vents to be dusted | |
| All vertical blind strings to be attached and secure | |
| All items on inventory to be accounted for (if applicable) | |
| Air conditioners and filters to be cleaned (if applicable) | |
| Kitchen | |
| The oven and grill cleaned. Drip trays to be cleaned of all grease. | |
| Range hood cleaned including the filters (where applicable) | |
| All cupboards cleaned inside and out (don't forget the tops of the cupboards) | |
| Sink taps and disposal unit (if applicable) cleaned and polished | |
| Walls and tiled areas to be free from grease | |
| All benches and floors to be cleaned and free from dirt and grease (don't forget the corners) | |
| The dishwasher left clean. Wipe over internal door, remove debris from the bottom drainer (if applicable) | |
| Refrigerator to be defrosted and all surfaces to be cleaned, including shelves and crisper drawers, switch appliance off at the wall and leave door ajar (if applicable) | |
| Bathroom and Ensuites | |
| Shower recess to be scrubbed | |
| Grouting to be free of all soap residue and mildew | |
| Shower curtain (if applicable) to be washed and shower screen to be cleaned | |
| All plugholes are to be clean and free from debris | |
| Mirrors to be wiped over | |
| All drawers and cupboards to be cleaned | |

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| Toilet to be cleaned thoroughly, including bowl, lid, seat, cistern, and behind the toilet | |
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| Laundry | |
| Washing machine and clothes dryer filter to be cleaned out | |
| Clean under laundry tub and clean plughole | |
| Cupboards to be cleaned thoroughly inside and out | |
| Outside | |
| Lawns to be mowed and edges trimmed 2-3 days before vacating (please don't dump grass clippings or tree cut-offs in the garden beds or behind sheds) | |
| Flower beds and pebble areas to be weeded | |
| No rubbish to be left in the gardens or around the property | |
| All garbage bins to be emptied and washed cleaned | |
| Driveways, carports, garages and any concrete areas to be free from oil and grease stains | |
| Garage floor area to be swept and cobwebs removed | |
| Cobwebs to be removed from outside eaves, awning and ceilings | |

Pest Control

If pets have been kept on the property then you must have the property pest controlled for fleas inside and out and produce evidence of completion (e.g. receipt).

Damage

Damage that occurs due to the tenants' neglect must be rectified at the tenants cost.

Important Reminders

Contact your energy supplier for a final reading of electricity supply

Disconnect the telephone

Disconnect and pay TV and broadband connections

Redirect your mailing address – forms are available at Australia Post

Rent and Keys

Rent must be paid up to and including the day the keys are returned to the office. Compensation may be claimed for loss of rent if the property is not handed over accordingly upon the end date.

Areas that are not considered Fair Wear and tear:

Marks / Damage to the Carpets

Marks / Damage to walls including inside robes

Marks / Damage to Drapes

Dead insects in light fittings

Dusty / Dirty window tracks, door tracks and robe tracks

Chipped tiles

If our agency can be of any assistance during your move, please do not hesitate to contact us. We have recommended cleaners and pest control companies that you may wish to use.