



Working Together.
A step by step guide to help you
**Get your bond
refund fast.**

LOCATION

116A St John St,
Launceston TAS 7250

CONTACT

Ph: 03 6334 4433
E: reception@homepm.com.au

@home



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Important information about vacating your rental property

It often happens that a tenant has left a property in lovely condition except for some minor tasks that have been simply overlooked in the mayhem of moving. Any additional work required after the keys have been returned is generally an expense that comes out of your bond.

Property Managers have an obligation to the owner to ensure that the property is in the same condition as when the tenancy commenced. It is so important to ensure that any damage is repaired, cleaning is attended, rubbish is removed and gardens and lawns pruned, mowed and edged before you hand the keys back.

This information is designed to assist you with managing time frames during your vacate process and will cover all essential cleaning and tasks to complete to avoid un-necessary costs being claimed from your bond.

Individual circumstances may require a different approach and/or additional tasks but if you are unsure, speak to your property manager who will be happy to help you with any further information.



2 Weeks Remaining

CANCEL UTILITIES

Contact your utility providers and organise final reading of your electricity, gas, telephone account etc.

Note: You will be responsible for water consumed as at the end of the tenancy. In order to finalise water usage, please take a clear photograph of the water meter reading in your last week of occupancy and provide this when returning your keys or email reception@homepm.com.au. If you are unable to locate the meter when vacating you may receive an invoice when it is received by our office. This could be after the bond refund is finalised.

CARPET CLEANING

Carpet cleaning must be carried out by a professional carpet cleaner nominated in your tenancy agreement. We recommend this be done one day before returning the keys allowing time for the carpet to dry before the house is locked up.

Note: you are not permitted to clean carpets yourself with self hire equipment or the like. Using equipment such as this commonly over-saturates the carpet and underlay resulting in damage and therefore a claim could be made accordingly.

If any vermin or pests are present (or if you have had pets at the property), it is your responsibility to arrange a professional pest control operator to treat the property.

PEST CONTROL

TIP:

Organise any tradespeople with enough notice to repair any property damage or necessary maintenance. **We recommend booking at least 2 weeks in advance.**

If any painting is required, any mismatching of colour, no matter how slight, will require the entire wall or affected area to be painted.



1 Week Remaining

INSIDE HOUSE

- Clean/dust all light fittings . (be sure to have someone assist with this for safety if using a ladder or the like).
[Check all light globes at the same time and change any blown globes.]
- Wipe clean all ceiling fans and air conditioners (including filters which are best cleaned with the soft brush on a vacuum cleaner).
- Remove exhaust covers/filters in kitchen, toilet and bathroom; wash with hot soapy water and reinstall.
- Check and clean all curtains and blinds for dirt, dust, cobwebs and marks. [Venetian and vertical blinds often need to be cleaned slat by slat.
Some curtains can be washed on a gentle cycle, If not, vacuuming may help remove dirt and dust and spot cleaning for any minor marks. Where curtains are heavily marked and/or soiled, professional dry cleaning may be necessary.]
- Check for fly and insect spots on all ceilings, sugar soap or mild detergent in a bucket of warm water with a sponge works well. Test a small spot to ensure it does not damage the paint before proceeding. (be sure to have someone assist with for safety if using a ladder or the like).

OUTSIDE HOUSE

- Scrub driveway with a stiff broom and detergent to remove oil and tyre marks. An oil degreaser and high pressure water cleaner may be needed for stubborn stains.
- Clean and sweep out garage\e, remove cobwebs and degrease floor if required.
- If attending to the garden maintenance yourself, weed gardens, trim bushes and shrubs where necessary, spray weeds in paved, concrete and path areas. Lawns should be freshly mowed in the last 3 days before returning keys.
- Remove all rubbish from yard, pay special attention to removing cigarette butts, bottle tops etc.



3 Days Remaining

WINDOW CLEANING

SIMPLE METHODS TO SQUEEGEE A WINDOW

LAWN & GARDEN MAINTENANCE

- Brush down all cobwebs outside the house with a cobweb remover or broom before you start cleaning the windows.
- Clean window tracks of dirt, insects and any build-up by carefully running a pointed object, i.e. screwdriver with a soft cloth along the tracks to loosen the dirt. Vacuum with a narrow nozzle fitting and then wipe clean with a damp cloth. Placing the damp cloth over the pointed object and running along the track will assist to remove dirt or build-up in the small crevices of the window track.
- Remove flyscreens (generally by lifting up and sliding to pull out. This will enable cleaning of the window glass exterior and hose the flyscreens to remove any dust build-up webs etc. Do not force the screens as the frames can bend easily and cause damage.
[If flyscreens are fixed and/or are on 2nd story windows, vacuuming (from inside the home) with a soft brush fitting can be quite effective.]
- Soap up window with a sponge to remove all dirt and build-up.
- With the window soapy and wet all over, wipe the top edge with a dry towel, this will reduce streaking.
- Slide the squeegee down the window with a firm steady pressure starting from either side.
- Dry the squeegee blade after each stroke, continue until finished, make sure each stroke slightly overlaps the last one to avoid lines.
- Dry edges and remove any remaining marks with a clean towel, (microfiber works well).
- Wipe frames and window ledges.
- Lawn maintenance should be completed in the last 3 days prior to keys being returned. If you are not doing this yourself, book a tradesperson to ensure they are available to complete the work when required.

TIP: Most sliding window sections can be lifted out of the track from the inside to make cleaning easier and more effective.

Never attempt to clean window exteriors by leaning through an open window as this presents an extreme safety risk.



2 Days Remaining

BEDROOMS, LIVING AREAS & HALLWAYS

- Remove all cobwebs and marks on walls. The walls may need to be washed with sugar soap or mild detergent in a bucket of warm water and a sponge. Check for any insect marks, and pay special attention to switches and door handles.
- Wipe all skirting boards, doors and door frames with a clean damp cloth.
- Vacuum all wardrobes and cupboards, and wipe shelving and draw interiors with a damp cloth.
- Clean any mirror surfaces on (if applicable), ensuring no smears/streak marks are evident (refer to squeegee information on page 6).

LAUNDRY

- Laundry sink often has build up of rust, calcium and soap scum, this can be removed with a creme cleanser and soft no scratch scourer sponge. Make sure the drain is free of waste.
- Laundry cupboards to be cleaned (interior and exterior).
- Wipe all tap fittings to remove any grime, soap scum etc, especially around the base.
- Wipe/clean all wall tiles (including along the top of the tiles as they can be quite dusty).
- Scrub marks off floors with a creme cleanser (especially where appliances have been) before mopping.

TOILETS

- Clean and disinfect all parts of the toilet, including fittings and cistern. Don't forget behind the toilet and pipes. Using a spray disinfectant, paper towel and disposable gloves is a safe and hygienic way to clean.
- Scrub inside of the bowl with toilet bowl cleanser and a toilet brush. You may need to remove the seat depending on how easily it is removed to clean.
- Clean all walls and wall tiles with spray disinfectant and a cloth (including along the top of the tiles as they can be quite dusty).
- All personal items such as toilet brushes, air fresheners and toilet bowl scents must be removed (even if it seems they would be useful for the next occupant).



KITCHEN CLEANING

- Remove all components of oven, rangehood and stove top; soak in hot soapy water (or administer cleaning product) for as long as necessary. It is safe to scrub racks with a firm scourer until clean however it is important to use a soft cloth on enamel and stainless areas.
- Clean oven as per oven cleaner directions - pay special attention to the glass. Reinstall oven components carefully.
- Clean stove top in accordance with instructions depending on the type to remove all marks, grime and food residue. Be careful not to use a harsh scourer as this may scratch the surface of the cook top and cause damage. After cleaning, wipe over with a clean wet cloth and then polish dry with paper towel. Reinstall all cleaned stove top components.
- Clean rangehood with hot soapy water ensuring all grease and grime is removed; then polish dry with paper towel (including the underneath section). Filters may be able to be cleaned with hot soap water or in a dishwasher or in some instances may require replacement.
- Clean cover of exhaust fan (if applicable) by vacuuming dust build-up and in most cases the cover can be removed for washing if necessary.
- Dishwasher (including filters and racks) must be free of all food scraps and cleaned thoroughly.
- Vacuum out all cupboards, then wipe over with hot soapy water inside and out, especially around door handles. Dry with clean paper towel.
- Scrub sink (drain must be free of waste), wipe over with a wet cloth and polish clean with paper towel.
- Clean all bench tops with a streak free surface cleaner.
- Clean wall tiles (and grouting) with hot soapy water, wipe over with damp cloth and polish dry with paper towel.
- Clean any food marks off flooring (paying particular attention to grouting if tiled floor) and prepare for final mop. (this should be done last).

TIP: Using a small amount of eucalyptus oil on a wash cycle helps eliminate odours from the dishwasher.

We recommend that you purchase special cleaning products for ceramic cook tops, stainless steel and ovens. A product called Gumption is an excellent cream cleanser.



BATHROOM CLEANING

- Vacuum the entire bathroom to remove any hair and foreign objects before you start cleaning.
- Wet and scrub entire shower recess with a creme cleanser and a scourer sponge, especially in the corners, door frame and top of shower until no soap scum, mould or rust stains are visible. Make sure drain is hair free. Rinse with water. Squeegee shower glass, then dry and polish with paper towel or microfiber cloth.
- Clean exterior of shower with glass cleaner and paper towel or microfiber cloth.
- Scrub bath with a soft sponge and creme cleanser and rinse thoroughly.
- Wipe out shelving and draws in vanity unit to remove hair, dust and particles. Scrub with a creme cleanser and scourer sponge if necessary to remove marks.
- Clean sink with a creme cleanser and rinse thoroughly. Ensure the drain is hair free.
- Wipe over all tap fittings and polish dry with paper towel.
- Vacuum out all cupboards, then wipe over with hot soapy water inside and out, especially around door handles.
- Clean mirror surfaces and wall tiles and dry with paper towel or microfiber cloth until streak free.
- Clean cover of exhaust fan (if applicable) by vacuuming dust build-up and in most cases the cover can be removed for washing if necessary.
- Vacuum entire house ready for the carpet cleaner.
- Sweep hard floors and mop (make sure no hair, particles etc are left on the flooring).
- Sweep verandah, decking and patio surfaces. (some areas may require washing down with soapy water and mopping).

FLOORS

TIP: If mould is present you may need a mould remover product. A toothbrush is useful to clean mould from grout and tight areas.

All personal items such as soap dispensers, deodorisers and the like must be removed even if you think they may be useful for the next occupant.



Furnished/Inventory

INVENTORY

- The tenant agrees at the termination of the agreement to ensure all fixtures, furniture, chattels, household effects and inventory to the original positions as set out in the property condition report/inventory.
- The tenant agrees to make good and pay the costs to; repair, replace or restore or (as directed by the owner) and damaged furniture and effects that may be broken, lost, damaged or destroyed during the tenancy (reasonable use and fair wear and tear accepted).The tenant agrees not to remove any of the inventory items and effects from the premises.

LINEN

- All linen is to be professionally laundered by either Launceston Linen Services or a Dry Cleaning Company. If beds were made up at the commencement of the tenancy, they will need to be returned in the same condition. Please refer to the ingoing photos, if you require copies please contact the property manager.
- All carpet and floor rugs must by dry cleaned by the nominated professional carpet cleaner as noted in the Tenancy Agreement.

TIP: If it is found that during the inspection inventory items are not returned to the original position, a contractor will be engaged at a cost to the tenant to return all items and check the inventory for any missing items.



1 Day Remaining

THIS IS THE DAY

- This is the day carpets should be professionally cleaned.
- This is the day for lawns to be mowed, edges trimmed and ensure all gardens are tidy.
- This is the day professional pest treatment (if applicable) should be completed. This should be done after carpet cleaning.
- This is the day to check that all light globes are working.
- This is the day to ensure the bins are emptied and washed out. If not, let your Property Manager know and we will arrange for the bins to be cleaned and emptied at a cost of \$20 per bin.
- This is the day to do a final walk through with the vacate checklist and ensure the property is ready for handover.
- Ensure all keys/door remotes are to be returned to the Agent.
- Remember to check your paperwork (from the beginning of your tenancy) that illustrates the condition of the property pre tenancy and all keys and door remotes issued to ensure you have all of them for return.
- Returning keys: You are required to return the keys to our office **before 10am on the vacating date**. Any missing keys/door remotes will require replacement; or in some instances, locks to be replaced at your expense.

RETURNING THE KEYS

TIP: If you are unsure of suitable local tradespeople for carpet cleaning or pest control, contact your Property Manager for assistance.

Avoid returning your keys after the vacate date and time as this may result in additional rent being charged at a daily rate.



Outgoing Inspection

After you have returned the keys, your property manager will book in the inspection within 3 business days. At the final inspection, the property is checked in detail with regard to cleaning, damage and discrepancies. With the condition of the property assessed as per the condition stated on the ingoing inspection report.

It is important to understand that if any discrepancies are found, an owner is under no obligation to allow tenants to return to the property for rectification. Hence, tradespeople can be engaged and costs claimed from the bond. We are very aware and understanding that the process of finalising a tenancy can be stressful and at time differentiating opinions of the property condition can cause conflict between Owners & Tenants. Whilst we do our utmost to resolve such matters between the parties, we do act under instruction from the Owner.

Final Account

Upon completion of the outgoing inspection we will contact you (usually by email) to confirm if there is a pending claim or full refund due.

We will provide a final account for any rent owing, water usage and invoices (where applicable). Upon payment of the invoices, a claim will be forwarded to the Rental Bond Authority for release of the bond.

TIP:

We recommend if possible that you settle any invoices and rent directly rather than requesting a bond deduction, this may be viewed more favorable when we supply a reference for future property managers/investors because we can confirm that you received a full bond refund.

THANK YOU.

If you have any questions or require any assistance, please do not hesitate to contact our office.

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