

Vacating Guide & Cleaning Checklist

GETTING YOUR BOND BACK QUICK – HERE'S HOW

We recommend you use the following checklist/guide and handy tips and tricks to ensure that these items are completed – this will result in a faster turnaround of your bond;

Things to Do:

- Make sure all areas of the home are clean and are in the similar condition (minus wear and tear) as the ingoing property condition report;
- Ensure all gardens are pruned and weeds removed (not just sprayed);
- Ensure you remove all belongings. Eg coat hangers, toilet brush holders, cleaning products etc;
- Ensure all outstanding utility invoices are paid;
- Ensure you close or transfer all utility accounts;
- Set up a mail redirection;
- Make sure all curtains and blinds have been cleaned;
- Ensure that all keys and carpet cleaning receipts are handed in on time;
- Make sure you have vacuumed all carpets before a carpet cleaner attends, then ensure you have re-attended to wipe down skirting boards.
- Install new shower curtains purchased, please don't leave these for someone else to complete;

Things not to do:

- Patch paint repair walls if you do not know the correct wall colour (if paint tins are left please use caution when patch painting – if the colour is incorrect or doesn't blend you may be required to repaint the whole wall);
- Complete carpet cleaning yourself with a hired machine, this must be done by a professional;
- Assume your hired cleaning contractor has completed all required cleaning items. Please ensure you re-inspect the property before handover to the agent;
- Leave rubbish bins full;
- Leave repair items till the last minute. Please ensure you advise your property manager and organise the repair before handover;
- Leave replacement globes on the bench – they need to be installed;
- Hand keys back without carpet cleaning being completed;
- Assume that you will have the opportunity to rectify any items outstanding following your vacate. Please ensure the property is returned as per your ingoing condition report standard. The agent is not required to allow you the opportunity to re-attend;
- Expect your final inspection will be completed immediately after your keys have been returned. The property manager legally has 14 days to complete the final inspection;

ITEMS TO COMPLETE WHEN VACATING

Inside the Property:

- Walls** - please clean off any dirty marks, removable scuff marks, finger or food marks etc;
- Ceilings** - please remove any cobwebs and bug spots;
- Ceiling mould** - please clean off (particularly in wet areas and sometimes in bedrooms). Treat with a 80/20 part mix of vinegar (80) and water (20);
- Light fittings** - clean off dust and remove any dead insects inside, best to remove them to do this;
- Ceiling fans** - wipe fan blades and tops of fittings to remove dust build up;
- Skirting boards** - wipe down with a damp cloth after the carpets have been cleaned;
- Doorways, doors** - wipe off finger marks and any other removable marks, don't forget the tops;
- Windows** - clean inside and out. Please note - nearly all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. Also sills and tracks (wipe out dust build up and any dead insects. A vacuum cleaner and paint brush can really help here, then wipe with a damp cloth).
- Flyscreens** - brushed and dusted down. Please be aware, most modern sliding aluminium windows allow for the flyscreens to be taken off from the inside only, once the sliding part of the window has been removed first. Attempting to take them off from the outside may result in damaging them;
- Screen doors** - front and back including frames – wiped clean and screen wire brushed;
- Stoves** - clean stove top, control display, knobs (most can be removed), panels, any pull out or in-built drip trays, grill racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - however it is of importance that you read carefully the instructions on the product. Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Therefore use with extreme caution!
- Kitchen range hood** - clean pull out filters and framework. Replace globes if necessary;
- Bathroom** - clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. Please ensure both the sink and bath has a plug available;
- Toilet** - clean cistern, seat, bowl inside and also outside around the base. Don't forget the skirting tiles around the toilet;
- Laundry** - clean both the inside and outside of the trough, and underneath. Please ensure a plug is present;
- Tiling** – make sure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean;
- Exhaust** – vents and fan covers are to be clean of any dust and dirt;
- Air-conditioners** – front vents and filters cleaned of built up dirt. Modern systems (Wall Type) – filters easily pull out and can be brushed down with a hand brush. If there is a ducted reverse cycle air-conditioner unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.

- Air-conditioning ceiling duct vents** – please clean down if dusty or dirty;
- Heaters/Fire Place** – Wipe over gas/electric heaters and/or clean out ash from wood fires and clean glass, wipe over entire unit;
- Cupboards/drawers** – please clean/wash inside and out. Also doors and door frames (including along the tops), front and back of doors need to be cleaned;
- Curtains** – wash any washable curtains and netting. If other curtains are visibly dusty or dirty, consider dry cleaning;
- Blinds** – if you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down of any spot marks/stains;
- Floors** – floors to be mopped/washed – please ensure corners and hard to get areas are also cleaned;

Outside the property

- Lawns** – freshly mowed and edged (best done a couple of days before, if lawn mowing is included in your lease there is no need to complete this item);
- Gardens** – remove any weeds/grass, any rubbish and built up leaves etc;
- Rubbish** – remove any rubbish that you have left at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left;
- Paths** - Sweep paths and paving areas, remove any weeds/moss;
- Exterior of house**- remove cobwebs to exterior walls and eaves;
- Oil spillage removal** – check and clean carport and garage floors, paths and driveway. If you have used a barbeque, check for any grease spots and spillages etc;
- Cigarette butts** – if there are cigarette butts lying around – please pick up and remove;
- Garages and tool sheds** – please remove any items from inside and behind garages and tool sheds that belong to you, including rubbish, sweep out and remove spider webs;
- Bins** – Ensure all rubbish bins are left empty and clean;

If you have a pet

- Pet droppings** – please remove from gardens, lawns and any out of the way areas. Please dispose of in the FOGO bin – please do not bury them;
- Dog urine** – remove/clean where your pet may habitually urinate (Base of walls, verandah posts etc.);
- Dog stains** – to outside walls. Check where your dog regularly lies down, there might be ‘tell tale signs’ on walls etc;
- Dog/Cat claw damage** – check screen doors, flyscreens and curtains. Please replace the screen wire if required;
- Dog chew damage** – please ensure watering systems are free of dog chew damage and are repaired accordingly;

- Pet hair** – please ensure any visible pet hair inside is removed;
- Flea Treatment** – This office will organise an internal and external professional flea treatment if pets have been permitted at the property;

**** The below carpet cleaners are Merrifield Real Estate’s preferred choice. Please contact your Property Manager if you wish to utilise the services of a separate contractor. PLEASE NOTE: CARPETS MUST BE CLEANED BY A PROFESSIONAL AND A COPY OF THE RECEIPT MUST BE PROVIDED WHEN RETURNING KEYS ****

Carpet Cleaners:

Suttons Carpet Cleaning	-	9841 8863/0412 096 299
Albany Carpet Cleaning & More	-	0458 413 500

Cleaners:

Brighter Blinds (Blind cleaning & repairs)	Karl	-	0427 611 840
Southern Concierge	Cathey	-	0401 171 542
South Coast Cleaning Contractors	Olivia	-	0404 479 658

Gardening/Lawnmowing:

First Choice Lawns & Gardens	Tim/Scott	-	0447 420 683 / 0428 483 222
Luke’s Lawns, Gardens & Concrete	Luke	-	0429 076 655

Maintenance & Repairs:

House & Home Handyman	Derek	-	0408 446 488
Bondwood Services	James	-	0408 413 367



VACATING GUIDE

FINAL INSPECTION AND YOUR BOND

As with all tenancies a final inspection will be carried out at your property within 14 days of the keys being returned to this office. Please ensure the Termination Form is completed and returned as soon as possible so we have all your new contact details.

In order to refund bond monies, it is important that the property is left in a similar condition as noted in your Property Condition Report. It is also important that a copy of the carpet cleaning account is given to our office when keys are returned. This will avoid the situation of our office arranging carpet cleaning and deducting from the bond when carpets have already been done.

Our office will contact you once the final inspection has been completed to advise how the inspection went. Please note it is at our discretion whether we allow a Tenant back to complete any items missed. The Agent is under no obligation to allow the Tenant to return to the property and may organise cleaners/maintenance contractors as required.

All keys must be handed in by 5.00pm on the vacation date as this avoid being charged an extra days rent. However, if extra cleaning is required you may be charged for the time taken to complete the additional works.

RETURN OF YOUR BOND FUNDS

Once the outgoing inspection has been carried out (and all invoices received – in the event the agent is required to organise any cleaning/maintenance) a bond statement will be forwarded to you along with information regarding your refund. In most cases an email will be sent through from the Bond Administrator outlining the refund owing to all Tenants. Alternatively, if you do not have a valid email address a Bond Disposal Form will be posted which all parties to the bond must sign. Once returned the bond form will be sent to the Bond Administrator who will disburse the funds accordingly. This may take up to 10 working days after you've returned the signed bond form. Email refunds take between 48-72 hours to be processed. Under no circumstances will your bond be refunded until the tenancy has been fully finalised and all items agreed upon.

RENT OWING

Please ensure that ALL rent is paid until the vacation/final inspection date. It is an offence under to Residential Tenancy Act for the tenant to stop paying rent on the assumption that it will be deducted from the bond.

SYNERGY/TELSTRA/MAIL

It is the Tenant's responsibility to ensure power, gas (town as accounts only) and phone disconnection at the time of vacating. Please ensure carpets have been cleaned prior to the power being disconnected. We accept no responsibility where the tenant is charged for power/gas/phone beyond vacation.

Please ensure you notify any relevant departments of your forwarding address and/or arrange redirection of mail to avoid mail being returned to sender.