

## CONTENTS


# We want you to get your full bond back - and here is how!

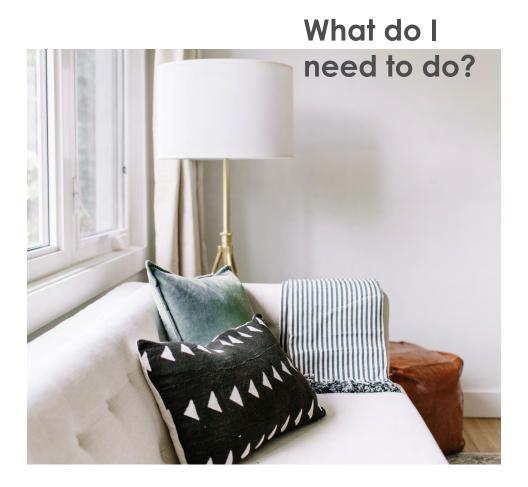
Moving out of a rental property is a busy time. While you are preparing to move elsewhere, there may be new renters preparing to move into the property that you are leaving.

The information in this pack has been designed to help with moving out. A key indication for us of the success of the tenancy is a full or agreed bond refund to renters so we want to do everything that we can to help you to understand and meet obligations for the end of a tenancy.

- Cancel automated direct debit payments if set up to pay your rent
- Provide a forwarding address and telephone number for each Renter on the Rental Agreement
- Refer to the Cleaning Checklist to assist your Bond refund
- Pay all outstanding rent/invoices prior to vacating.
- Deliver the keys and remotes to the office in full and on time.

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### BEFORE RETURNING YOUR KEYS YOU NEED TO:

- Return the property to the condition on the Entry Condition Report
- Have the carpets cleaned by a professional carpet cleaner. Provide a receipt with ABN number
- If pets have been at the property, have a professional flea treatment done. Provide receipt with ABN number
- If responsible for a pool at the property, it will need to be cleaned to the standard of when you moved in
- If the property was professionally cleaned for your tenancy, you must also engage a professional cleaner when you vacate - provide a receipt with ABN number

- Outstanding monies, including rent up to the handover date, water or other invoices need to be finalised before handover
- All keys and remotes will need to be returned plus any extra keys you have had cut
- A forwarding address needs to be supplied before you move out
- Remove all belongings and arrange for collection of council pickups prior to our final inspection

## Open for Inspections

#### WHAT TO EXPECT

Now that your tenancy is coming to an end, your Rental Provider may need to exercise their right to promote the property for release and conduct open for inspections. We will endeavour to minimise your inconvenience and work with you as best we can whilst fulfilling our obligations to the owner.

#### GENERAL PROCEDURE

- Upon receipt of your notice to vacate, the property is immediately advertised for re-lease. A suitable Open For Inspection time will be made
- The Open For Inspection time will be advertised to the public
- PLEASE NOTE: We try our best to ensure that people are monitored closely whilst in the property. It is your responsibility to safeguard any valuables and items of sentimental value

- Open For Inspections tend to run for 15 minutes, though increased interest may require slightly more time
- Following the open we monitor interest and process any applications. Should the property not be leased, we will contact you to arrange other inspections
- Opens will generally be conducted weekdays between 2.00pm and 5.30pm. We may need to open the home on a Saturday between the hours of 9.00am – 5.00pm
- The owner has a right of entry to perform opens in the last 21 days of the rental agreement unless agreed to earlier.

We may have already discussed a date for our first open house, if not someone from our office will be in contact shortly.

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### Keys

As a renter, you are obligated to return all keys that were provided to you at the beginning of the tenancy **PLUS** any additional keys that have been cut for convenience. Garage remotes, swipe cards or access fobs for the property are to be returned in working order.

If keys are missing, it is a good idea to know early so that replacements can be cut from the set held by our office (if available). You were given a signed photocopy of all items given to you at the commencement of your tenancy; this is a great reference to check your keys against.

- All keys are to be returned to the office managing your tenancy by 5.00pm on your vacate date. If that date falls on a weekend, you have until 10.00 am the following Monday to return the keys before additional rent is charged.
- Rent is payable inclusive of your vacate date or until all keys are returned; whichever event occurs last

## Condition of the Property

Just as you are moving on to other accommodation, your property is about to become a new home again so the process now is to prepare the property for its next chapter.

The bond that was collected at the commencement of your tenancy is a security deposit held on your behalf to ensure that there is money to cover the cost of completing tasks that are the renters responsibility at the end of a tenancy. We want to see you gain a full bond refund. So in this regard, you can be assured that we want to work with you.



#### THE CONDITION OF THE PROPERTY:

Renters have an obligation to return the property to the standard of the entry condition report, save only for items of fair wear and tear. The Entry Condition Report is the proper record of the condition of the property when you moved in. It is also the most fair record as it contains a consensus in comments between Owner and Renter. Please don't be offended that we cannot rely on your memory or honesty, we can not rely on our own memories either. Tenancies can last years, and staff change. The record on the Entry Report trumps us all. This means that if an item is marked clean on the Entry Report and it is not clean, it must be cleaned. If the item is marked undamaged and it is damaged – even accidentally – it must be repaired. Please refer to photos on the inspection report supplied at the beginning of the Tenancy.

#### WHAT IS FAIR WEAR AND TEAR?

The term fair wear and tear is not defined in the Act or the Tenancy Agreement. The standard terms of the Tenancy Agreement gives an example of what may be fair wear and tear:

Wear that happens during normal (not excessive) use

OR

Changes that happen with ageing

This means that carpet worn from normal walking is fair – whereas carpet torn from high heel shoes is not fair. Curtains fading from sun light is fair – curtains discoloured from neglect is not fair.

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## Condition of the Property



#### WHAT DOES CLEAN MEAN?

Many people confuse clean with "NEW". An item can be stained, aged or worn – but clean. Clean means that an item can not be made cleaner by using a cleaning product or process. So if there is a stain on a kitchen benchtop that is marked on the entry condition report, that benchtop is clean so long as it would not be made cleaner by cleaning with a cleaning product.

#### WHAT DOES UNDAMAGED MEAN?

Undamaged means that the item is working or in the same state that it was at the beginning of the tenancy. We find at the end of the tenancy that some renters have put nails in walls to hang pictures. When those pictures are removed the wall remains damaged by the nail. So if the nail was not there at the Entry Condition Report the hole needs to be repaired.

With the moving process, it is not uncommon that walls become scuffed or dented. Although it is accidental, the marks and dents are not fair wear and tear and will need repairing. Some renters make the mistake of thinking that these items will not be noticed.

With any repairs it is best to note them as early as possible so that you have the luxury of time to have the items repaired. Once you handover the property, there may only be a few days to have the item repaired for incoming renters and if repairs are rushed and urgent, they can cost slightly more.

In summary, the condition of the property when it is handed back, needs to be in the same condition as is recorded on the entry condition report.

Remember, though preferred, you may not get the option to return to the premises to correct any faults, particularly if a new renter is due to move in. We may need to act with haste and engage contractors to complete work required to meet legislative requirements for the new occupant, leaving your bond at risk.

#### **CARPET & HOUSE CLEANING**

The terms of the tenancy require that the carpets are cleaned to a professional standard and evidence is needed to support that the obligation has been completed – this is simply a case of providing a copy of the receipt from the cleaners.

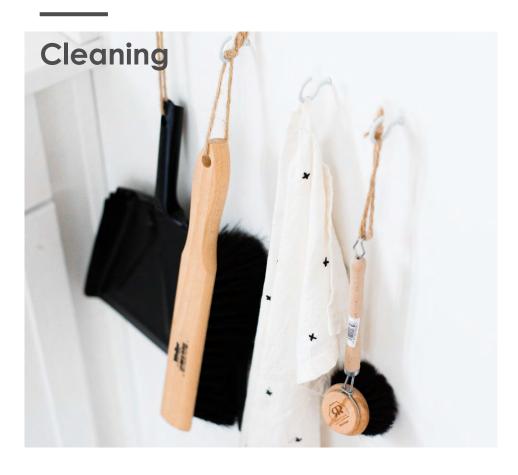
Professional house cleaning of the property is only required if proof of that being done at your commencement has been provided. Otherwise, standard cleaning is required.

#### PET CLEANING

If pets have been approved at the property, an additional receipt is needed to demonstrate that the flea and pest treatment has been completed. If pets have been in the garden, it is also important that this is performed to the correct standard.

If you feel that you may have difficulty meeting these obligations or you are simply too busy with your move, ask us how we can help.

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Upon vacating, your Property Manager will conduct a thorough inspection to ensure absolute cleanliness of the property.

Please pay close attention to everything mentioned on the checklist; cutting corners will only cause more stress.

We recommend the services of a professional cleaner to ensure a full bond refund.

#### **VACATING GUIDE AND CHECKLIST**

- A comprehensive checklist designed specifically for renters
- A guide to help you reduce the risk of a claim being made against your bond

You have just given notice to vacate the property you occupy. Chances are you now have approximately 28 days to clean and prepare the property to be handed back to the agent for the next occupant – plenty of time! The legislation is clear – as the renter, you have an obligation to leave the property in a clean and tidy condition with no damage or defects. Your Rental Provider must allow for general wear and tear.

Don't leave everything until the last minute.

It is easy to forget things when you are

rushed and easier still to simply run out of time. To avoid the necessity of returning to the property to attend to various items, or incurring the cost of tradespeople completing these items on your behalf, use this guide in conjunction with your in going condition report and increase your chances of having your bond refunded in full.

Be prepared. You will need cleaning products and equipment such as broom, dusting cloth, scouring brushes, wipes and paper towels, rubber gloves, squeegee, narrow vacuum nozzle for window tracks and door rails, mop and bucket.

Don't forget outside – oil remover for driveways, mower, whipper snipper, pruning equipment, window cleaner and weed killer.

Please ensure that upon vacating your bins are empty or placed out for collection.

CLEANING ADVICE FOR RENTERS

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### Suggested Services

We can recommend the following tradespeople to assist you with your vacating clean

TRADE	COMPANY	CONTACT	MOBILE
Interior Cleaning	GB Melbourne	Gary	0452 530 205
	Leave It Clean	Gil Gipps	0425 885 688
Carpet Cleaning	Metro Carpet Cleaning	Danny Bucca	0407 550 297
	Sterling Carpet Care	Peter Walker	0409 010 106
Exterior Tidy	Casey Gardens	Shane	0419 905 534
	HiMark Services	Mark Hynd	0490 541 889
	Green Edge	Kim	0419 367 658
General Repairs	Theos Handyman Service	Dean	0418 545 700
	A&C Vogel Pty Ltd	Andrew Vogel	0407 052 114
	Nemz Maintenance	Nemz	0412 067 620
Painting	A&C Vogel Pty Ltd	Andrew Vogel	0407 052 114
	Nemz Maintenance	Nemz	0412 067 620

**PLEASE NOTE:** We do not pre-organise quotes. Our tradespeople will **NOT** automatically contact you.

**BEWARE:** of companies that contact you directly - they are not affiliated with us.

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#### HARD WASTE COLLECTION?

The City of Casey provides a pre-booked Hard Waste Collection Service which can assist with your clean up **BEFORE** you move out.

- Call 9729 9100 or visit casey.vic.gov. au to make a booking and book early! Your collection day may be up to 15 days from the time of calling so call early. Do not put waste out before calling as you will be required to remove it until just before your collection date
- You must book putting hard waste out on the nature strip without a booking is considered illegal dumping and penalties apply! Remember – there is a 3 cubic metre limit!
- Only place acceptable items out for collection. Visit the City of Casey website for further information: www. casey.vic.gov.au, or ask when making your booking for their brochure

PLEASE NOTE – PROPERTIES LOCATED OUTSIDE OF CASEY SHIRE ARE NOT INCLUDED IN THIS PROGRAM.



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### **Storage Units**

Now that you are moving, you may have identified items that you want to keep but just cant take with you.

We have Self Storage solutions for all your needs. Storing is easy and suits any situation whether you are preparing your home for sale, renovating, building, moving house, on extended holidays or storing archives. Our Self Storage Units are available on a short or long term basis.

Discounts available for 12 month leases or longer.

#### WE OFFER:

- Easy access to your unit
- Fourteen days written notice to terminate your agreement
- Modern, clean units
- Complete private use
- Very competitive rates
- Tax invoices for complete tax records
- Fees paid in advance on a monthly basis
- Restricted key fob access and 24 hour video surveillance
- Convenient access times
- Sites and sizes for all your needs

To arrange an inspection phone (03) 9705 4888 during business hours.

#### **Bond**

#### **BOND IS NOT TO BE USED AS RENT**

The bond will only be finalised when the vacate inspection has been completed and we are satisfied that the property has been returned to the condition of the Entry Condition Report less wear and tear. All rent must be paid up to date and outstanding invoices paid.

- NOTE: The Residential Tenancies Act does not allow a renter to use their security deposit as rent. There is a penalty that can be applied if a renter attempts to use their bond to settle outstanding rent. Please make sure your rent is up to date and final accounts settled prior to you vacating. The fine is equal to 20 penalty units
- Final inspections are not conducted on weekends, after hours or on public holidays. The vacate inspection of your property is completed to the satisfaction of your Property Manager and Rental Provider in accordance with your condition report. Should there be any issues that may present a problem at the final inspection, it is in your best interest to contact your Property Manager prior to vacating

- The property should be free of all personal effects and thoroughly clean before we carry out the final inspection. To avoid the necessity of having to return to the property to attend to various items and to ensure that your bond can be returned with minimal delay, please refer to the cleaning guide on page 9. The attachment must be completed and returned with your keys and **PROFESSIONAL** carpet cleaning receipt
- An agent has 10 clear business days in which to return your bond to you or make a claim against it through VCAT/Magistrates Court. Refunds will occur as quickly as possible but not until all matters relating to the final inspection have been dealt with

**Please note:** Our standard procedure is to complete the outgoing/final inspection within 2 business days of you returning the keys to our office. If you are wanting to be present at the inspection, please contact us to ascertain when that appointment has been set

The value of a penalty unit is \$192.31 for financial year 2023-24 with an increase due for 2024-2025.







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See  $\underline{\text{\textbf{HERE}}}$  for information

#### **ELECTRICITY**

If you require any cleaning or repairs after moving, arrange for the supplier's final meter reading and service disconnection to occur **AFTER** the work is completed satisfactorily. Otherwise this may put a delay on your bond refund.

Please ensure that you turn your power off at the mains switch.

#### **DIRECT CONNECT**

1300 664 715 - As Australia's largest moving services company, Direct Connect help over 150,000 people move house every year. They work closely with a range of leading suppliers to help make your move easier.

#### WATER

If applicable - The property complies with water saving criteria allowing water consumption costs to be passed onto the Renter as noted in the Tenancy Agreement.

You will be responsible for the total cost of water consumption charged to the property up to the handover date.

The water meter will be read on the handover date and costs calculated.

This amount is to be paid prior to the Bond refund finalisation.

# Survey and Forwarding Address

As your tenancy is now coming to a close, we are very interested in your impression of our company. As a valued client, your feedback is essential for us to improve on our current customer service strategies and implement change if required. We would be most grateful if you could take the time to complete the below questions before returning this form with your forwarding address and contact details below.

1. Were you happy with the service provided by First National Neilson Partners? YES / NO

	2. Do you feel that you we	re treated respectfully at all tim	es?	YES / NO
	3. Were your needs met in	an efficient and timely manner	Ś	YES / NO
	4. Was our correspondenc	e informative and easy to unde	erstand?	YES / NO
PROPERTY MANAGEMENT TEAM	5. Were our staff helpful ar	nd courteous at all times?		YES / NO
	6. Would you rent through	our company again?		YES / NO
	7. Would you consider usin	g our services if you were a land	dlord?	YES / NO
	BOND REFUND: Please com	nplete the details below, print a	nd return with keys.	
	VACATED PROPERTY			
	FORWARDING ADDRESS			
	PHONE NUMBERS:	HOME	WORK	
		CONTACT	MOBILE	
		CONTACT	MOBILE	

## For more information

We thank you for renting through First National Neilson Partners and trust you will contact us if we may be of assistance to you in the future for your Real Estate needs.







NARRE WARREN BERWICK PAKENHAM