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national**
REAL ESTATE

Neilson Partners

**RENTER
VACATE PACK**



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.

PROPERTY MANAGEMENT TEAM

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

A family of four is gathered in a bright, modern interior space with large windows. A woman in a grey suit is holding a tablet and pointing at the screen. A man in a dark sweater is holding a young child in a striped shirt. Another woman in a grey jacket and jeans is leaning in to look at the tablet. The room has light-colored wooden floors and white walls.



PROPERTY MANAGEMENT TEAM

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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.

PROPERTY MANAGEMENT TEAM

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PROPERTY MANAGEMENT TEAM

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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.

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 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.

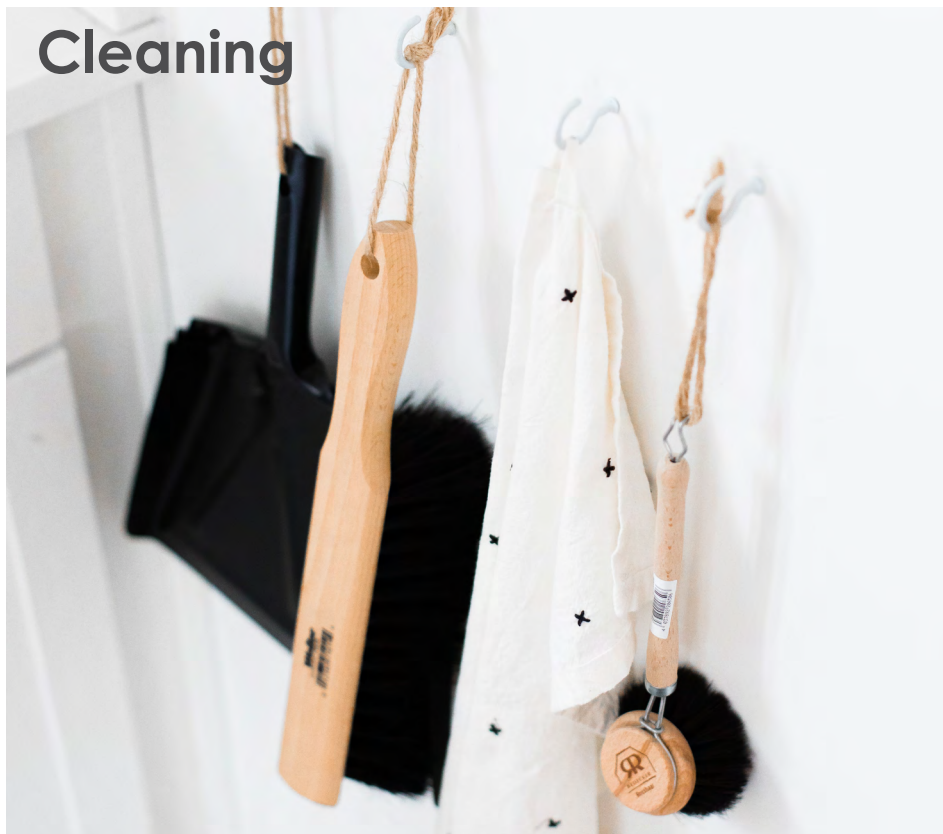
CARPET & HOUSE CLEANING

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.

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.

Cleaning



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

PROPERTY MANAGEMENT TEAM

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PROPERTY MANAGEMENT TEAM

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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.

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 were treated respectfully at all times? | YES / NO |
| 3. Were your needs met in an efficient and timely manner? | YES / NO |
| 4. Was our correspondence informative and easy to understand? | YES / NO |
| 5. Were our staff helpful and courteous at all times? | YES / NO |
| 6. Would you rent through our company again? | YES / NO |
| 7. Would you consider using our services if you were a landlord? | YES / NO |

BOND REFUND: Please complete the details below, print and 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.

PROPERTY MANAGEMENT TEAM

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Neilson Partners

NARRE WARREN

BERWICK

PAKENHAM