

TENANT VACATING GUIDE



**“Moving home can be tough.
Help us to help you make it as easy as
possible for you!”**

At Gracemere Property Solutions we understand moving home is stressful. This sheet and your Vacating Tenant Pack contains all you need to know to help get you through the process as painlessly as possible.

At Gracemere Property Solutions our aim is to get 100% of our tenants their full bond back within 7 business days, by reading this information and completing everything as per the entry Condition Report.

The 4 steps required for vacating

1. Complete Vacating Tenant paperwork

- Notice of intention to leave (Form13)
- Bond refund form (Form4)
- Vacating pack

2. Book in our professional carpet cleaning & Pest Control to be completed.

Professional carpet cleaning must be completed as per the entry condition of the property.

Professional pest control must be completed for flea fumigation should pets be approved for the property.

3. Book in a professional cleaner to maximise your bond return.

To maximise your chances of getting your full bond back within seven business days book in our preferred cleaner. (not mandatory but extremely effective)

4. Complete everything in line with your Vacate Pack

Pay your rent up to date, hand in your keys on time, and have everything listed on your Vacating Tenant pack instructions back to us on or before you're vacate date.

Examples

1. During the tenancy my friend put a hole in the wall.

Cheapest solution: Contact our handyman directly and pay him to repair the hole.

This way, if it is not up to our standard, we will hold him accountable for it, not you.

2. There is a burn mark from a hot saucepan on the kitchen bench.

Cheapest solution: Take a photo of it, put it through on the online maintenance request form BEFORE you vacate. Usually the only way to fix this type of damage is replacing the whole thing. We can help you avoid that by contacting the owner and negotiating a level on financial compensation for the damage.

3. Carpet has a stain on it that wasn't there when I moved in.

Cheapest solution: Take a photo of it, put it through on the online maintenance request form BEFORE you vacate. Usually the only way to fix this type of damage is replacing the whole thing. We can help you avoid that by contacting the owner and negotiating a level on financial compensation for the damage.

What happens if I hand my keys in late?

You will need to continue to pay rent until you hand in your keys. If you are un-contactable on or after the day you are due to hand your keys back we may need to have the locks changed and new keys cut. This will be at your expense.

Can I hand keys in early?

Yes, and this may result in you getting your bond back sooner.

You will still need to pay rent up to you vacate date.

What documents do I need to hand in?

- **cancel all direct payments for rent on or before the vacate date**
- **the receipt for carpets and curtains/material blinds** on or before the vacate date
- **the receipt for tick and flea treatments** on or before the vacate date if you have had a pet in the property



Do I need to have the grass mowed, garden trimmed and free of green waste?

Yes. When you signed your lease, you agreed to maintain the yard, including keeping it well-watered, mowed and gardens weeded. All green waste must be removed.

What do I need to know about inspections for new tenants?

When you choose to vacate, we need to start advertising for a new tenant. This means that we need to conduct inspections. Prospective tenant inspections will always be done with a staff member and prospective tenants will never be left alone on these inspections.

What do I need to know about pro-photos?

If your property does not already have professional photos, then we will need to arrange to have our professional photographer make an appointment with you to take these photos. Your personal belongings will be photo shopped out so there are no privacy concerns. Please ensure your home will be presentable when the photographer is there. If it is not, they may need to make another appointment with you.

THE FINAL GOODBYE

If you are sent back for MINOR issues and the damages or cleaning has not been rectified, Gracemere Property Solutions will organise the work to be done on your behalf, this will be at your cost.

For any outstanding invoices or rent, **Gracemere Property Solutions will arrange to have these deducted from your bond.** Keep in mind that if this is the case, it could be recorded on the TICA database. It's much cheaper for you to pay your rent up to date and have cleaning and tenant damage rectified before you hand over your keys.

If you choose not to hand the property back to us in-line with your **Vacating Tenant Contract**, there are some additional costs that you will incur, and you also risk deductions from your bond. Any deductions will be noted on your rental history and may make it difficult for you to rent in the future.

If you have followed everything in the **Vacating Tenant Contract** and the **Vacating Tenant Pack** and the property is ready for us to re-rent **you will get your FULL BOND back within 7 business days**

We love to see our outgoing tenants as happy as our in-going ones, so follow the advice in the **Vacating Tenant Pack** and the terms in the **Vacating Tenant Contract** and we can help make moving be a little less stressful. We really do want to give you your

FULL BOND back QUICK! **Wherever you are going, we wish you all the best!!**



SAVE MONEY WHEN YOU VACATE

PREFERRED CLEANERS

The best way to save money and fuss on your bond clean, carpets and curtains, is to use our preferred cleaners. They work with us very closely, use our cleaning checklist and understand our high standards. The best part is, you pay them once only. Any cleaning problems, if there are any, we will ask them to go back directly and at **no cost, risk or hassle to you**. Other cleaners may offer guarantees, but we have seen too often they aren't able to go back at short notice, some find an excuse to not go back at all! If that happens to you, it's your money at risk as the property will need to be cleaned to our standard and we will send our preferred cleaners in there.



Save the money and the drama, you have better things to worry about - like your ne

TENANT REPAIRS



Sometimes things happen and there may be a wall you have accidentally damaged or an overgrown garden you don't have time to weed. Don't "wait and see" if we will pick it up in your Vacate Inspection. We will. We use a detailed checklist and have reports and photos of how the property looked when you moved in. The best and cheapest way to sort this stuff out is to get it fixed **BEFORE** you move out.

We have a great handyman who does everything and an amazing gardener that you can hire directly. Like the preferred cleaners, if you use our preferred trades-people, if there are any issues with their work, we go back directly to them – **no fuss or extra cost to you!**

FAQ'S

My property was not that clean when I moved in, do I still have to do a full bond clean and check everything off the cleaning checklist? Yes. When you signed your lease, you agreed to conduct a full bond clean on vacate, this is regardless of the cleanliness of the property when you moved in.

Do I have to use your preferred cleaner? No. If you do choose to use our preferred cleaner, if there is ANYTHING missed, we are able to hold them accountable not you. It means you are guaranteed to pass the cleaning portion of you vacate with no extra costs.

Can I use another professional cleaner? Yes. This carries the same risk as doing the cleaning yourself. If there is ANYTHING missed, we will still need to hold you accountable for not completing the cleaning. We will not deal directly with any cleaner other than our preferred cleaner. This can mean deductions from your bond.

There is an item/items that are damaged, but I forgot to put in on my entry condition report when I moved in. Am I responsible for getting this fixed? Yes. When you submit your entry condition report, it is a document that you have signed and agreed that what you have written is a true description of the condition of the property. We must measure the condition of the property to the entry condition report.

What do I do if there is genuine maintenance on the property when I move out? All genuine maintenance must be reported using the online maintenance system **BEFORE** you vacate. If you do not do this then you will be held financially accountable for all un-reported maintenance.

There are items that have been damaged accidentally or otherwise. What do I do? The cheapest solution is to get any damaged items repaired/replaced **BEFORE** you move out. Any tenant damage left behind will incur rent payable the property is ready in line with the Vacating Tenant Contract and the invoice amount plus 10% on top of any invoices. Please see 'useful contacts' to hire our preferred trades people to fix any tenant damage **BEFORE** you move out if you cannot fix the damage yourself to avoid extra costs.

WHEN YOU VACATE

When vacating your property, we do have terms and conditions as stated in your lease that as a tenant you need to follow. If you hand back the property ready for us to re-rent, in-line with your Vacating Tenant Contract, we are able to refund you bond back to you in full within 7 business days. Help us help you.

Please follow the links below explaining what needs to be done:



- You **MUST** supply a signed **Notice of Intention to Leave (Form 13)**

to our office in writing at least 14 days before your official vacating date

(*Handover date must be a weekday). (** No vacate dates from 21st Dec till 2nd January).

The Form 13 is an RTA legislative requirement for tenants when they vacate at the end of their lease.

Without this form you will not be able to legally get out of your tenancy and will need to continue paying rent.

- You **MUST** supply a signed **Vacating Tenant Contract**. This explains your responsibilities for handing the property back to us. It also makes it really clear and easy for you because you will know exactly what you need to do to get your bond back in full within 7 business days.
- Help us return your bond quickly by filling out and signing your **Refund of Rental Bond (Form 4)**. Without your account details, forwarding address and your signature, we will be unable to refund your bond.
- If you choose not to hand the property back to us in-line with your Vacating Tenant Contract, there are fees you must pay, and you risk deductions from your bond. Any deductions will be noted on your rental history and may make it difficult for you to rent in the future.

FEES AND CHARGES (and how to avoid them)

Our goal is to have stress free vacates for our sake and yours. Moving is stressful enough! If you complete everything in your **Vacating Tenant Contract** and use your **Vacating Tenant Pack**, you will not have to worry about paying any of these fees and charges.

As your lease states, there are fees and charges applicable if you choose not to hand the property back to us in line with your lease and your **Vacating Tenant Contract**.

Any invoice amount plus a 10% surcharge on all invoice amounts.

If your property requires an extra inspection from a staff member to inspect and issues you have gone back to fix after you have handed in your keys, will incur a \$75 re-inspection fee.

*If there is any cleaning, tenant damage or missing item,

that we need to organise on your behalf you will be charged rent until the property is ready in line with the **Vacating Tenant Contract**.

As you can see, these costs can add up, so help us help you have an awesome vacate and get your FULL BOND back within 7 business days!



WHAT HAPPENS WHEN YOU HAND IN YOUR KEYS?

The property is not considered vacant until you hand in your keys and **if you hand your keys in after your Notice of Intention to Leave expires, you will need to pay rent each day until you**

office. Once you have given up vacant possession of the property, one of our staff

members will conduct a Vacate Inspection on the property to ensure the

property has been cleaned and returned to our standard.

This will happen within 3 business days of you handing in your keys.

This is not an inspection you will be required to attend.

A staff member will contact you once they have completed this inspection and if there is any MINOR cleaning that still needs to be done or damages to be repaired, you may be allowed 24 hours from when we notify you to have these rectified. If there are more than minor cleaning and/or damages we reserve the right to get the cleaning and/or damages rectified on your behalf, at the costs outlined above.

Remember, rectifying any and all cleaning and tenant damage before you hand in your keys is going to be the best and cheapest way to do it.

