

# VACATING A PROPERTY

## Important Information to Help You

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### IMPORTANT

This document provides information to help you prepare and plan your Vacate in the most stress-free way possible. It will also provide you useful information on steps you can take to ensure that you receive a FULL bond refund.

### THE FIRST STEPS

You have been provided this document as a result of our Agency receiving your Intention to Vacate or being issued with a Notice to Vacate.

There are a number of things that have to be organised and scheduled prior to you vacating the Property:

- Pre-Vacate Meeting – This should be done as soon as possible. Your Property Manager will contact you to arrange a date/time where **ALL** the Tenants named on the Tenancy Agreement need to attend a meeting at the Agency.
- Pre-Vacate Inspection – This may need to be conducted depending on when the last inspection was undertaken and any special instructions from the Lessor.
- Inspections to relet the Property – We aim to work in with you to schedule times for inspections to suit. In each case you will be provided at least 24 hours prior written notice. We will work with you to determine the most convenient times/dates to reduce the inconvenience during this busy time.

### Pre-Vacate Meeting

The purpose of this meeting is to:

- Complete all the Paperwork to finalise the Tenancy and organise the Bond Refund
- Ensure that you are provided all the information and assistance you need to Vacate with the minimum of fuss
- Help you achieve a 100% FULL Bond Refund

You will be provided a Checklist of all items to be covered during this meeting once a time has been scheduled. It is important that ALL Tenants attend this meeting to sign documents, share information about how to obtain a full Bond Refund and about the Bond disbursement process.

### Pre-Vacate Inspection

The Pre-Vacate Inspection may occur to help identify any issues that need to be remedied prior to the end of the Tenancy. The more notice you have to remedy any issue, the sooner you can attend to it. The aim is to have the Property in similar condition as at the start of the Tenancy by the time of the Exit Inspection so that there is no delay in authorising your Bond refund. The Pre-Vacate Inspection will also provide the Property Manager an opportunity to identify any maintenance issues that might need to be attended to before the next Tenancy. Should this Inspection be necessary, you will be provided at least 24 hours written notice.

### Letting Inspections

Your Property Manager will work with you to determine the most convenient times to arrange Inspections to show prospective Tenants through the Property. Inspections can be arranged at any time mutually agreed by the Tenant and ourselves. Our aim is to minimise the inconvenience to you during the time when you are busy packing and preparing to Vacate. Please complete the Tenant Inspection Schedule we'll provide you from our office.

## RENT PAYMENTS

Under Legislation, rent is to be paid to the Agency up to and including the day you vacate and handover ALL keys to the Property OR the last day of your Tenancy Agreement (whichever occurs last).

You will be provided with a Rent Ledger at the Pre-Vacate Meeting that will identify exactly when you have paid rent to and what amount you need to pay up to and including the last date of your Tenancy. It is VERY important that you continue to pay rent as agreed in the Tenancy Agreement.

It is important to note that having a full Bond Refund at the end of your Tenancy serves as an excellent reference when applying to rent future Properties.

## UTILITIES

When organising the disconnection of your electricity and water, please be mindful of when any cleaning of the property is being undertaken. Typically, Tenants will vacate the property a day or two before the official Vacate date so that the property can be cleaned. If you do this, please make sure that you do not disconnect the utilities until the cleaning is complete. If there is a pool at the premises the electricity service will need to continue until the end of the official Vacate Date.

## ON HANDOVER OR VACATE DATE

You will have been provided a Vacate Envelope at the Pre-Vacate Meeting that will include a list of all the items that you need to check before handing back the keys. It is important to go through this carefully in order to avoid delays in your Bond refund and having to return to the property to remedy any issues. The Property is to be ready for the Exit Inspection so that your Property Manager could conduct an Exit Condition Report at the time you hand in your keys.

All keys including remote controls or other entry devices must be returned by no later than 5pm on the agreed Vacate date as per the relevant Notice. Failure to hand in your keys may result in you being charged extra day/s rent until you do hand them in even if you are not living in the premises and the date is after the end date of your Tenancy. You will be given a photocopy of all the keys that were provided to you at the commencement of your Tenancy when you attend the Pre-Vacate meeting. This will help you confirm that you have all the keys and entry items that you need to hand back. If any keys are lost or misplaced during the Tenancy, you will have time to have copies made prior to the Vacate / Handover date.

## TIPS TO OBTAIN A FULL BOND REFUND

In order to obtain a full Bond refund, the property should be handed back in the same state as it was when you moved in excluding 'fair wear and tear'. Whilst fair wear and tear is not defined under Legislation, an accepted definition is "Wear that happens during normal use or changes that occur with ageing". Your Bond refund is determined by comparing the Entry Condition Report that you signed and agreed to at the commencement of your Tenancy with the Exit Condition Report undertaken after you vacate. Use the Entry Condition Report as a guide when preparing the Property for the final inspection.

Check any special conditions on your Tenancy Agreement that you are obligated to meet at the end of your Tenancy. These might include having carpets professionally steam cleaned or having pest fumigation if you have been permitted to keep pets at the Property.

Information provided to you at the Pre-Vacate meeting will list all the Contractors used by this Agency that provide a guarantee for their services. A receipt from these Contractors will help to ensure that you do not have to undertake any further remedies.

Once agreement is reached about the Bond refund amount, our Agency will submit the Bond Refund Form to the Bond Authority and they will pay the agreed amount by direct deposit into your nominated bank account (usually within 2 business days of processing the Refund Form).

## THE FINAL INSPECTION (EXIT CONDITION REPORT)

Your Property Manager will let you know when they are going to conduct the Exit or Vacate Inspection so that you can elect to be present. The Final Inspection must be undertaken within 3 business days of your Vacate date.

If you are attending the inspection it is a good idea to take a small cleaning kit with you (cloths, detergent) to fix up any minor spots that may have been missed. This will prevent you having to return to the property unnecessarily.

If there are items that require your attention, you will be provided 24 hours to do this. Alternatively, you may wish for us to organise Contractors to take care of these items on your behalf. In this circumstance, you will have the option of paying the Contractors directly or having the payment deducted from your Bond subject to the amount held and the cost of the work. Please note that where you opt to pay the Contractor directly, your Bond Refund will only be authorised once the Contractor has been paid.

Your Bond Refund Claim form will be submitted to the Bond Authority once the conditions of the Tenancy Agreement and Exit Inspection Report have been met.

## IF THE TENANT AND AGENT DISAGREE

Our aim is to resolve the issue as promptly as possible to enable the Property to be relet and for you to receive the amount of Bond refund that is not in dispute. This means the amount of Bond required for relevant items will be held with the Bond Authority until the matter is resolved one way or another. If no Agreement is reached, we have the option to proceed to Dispute Resolution and the Tribunal to obtain an Order about the Tenancy matters in dispute.

## DO YOU HAVE QUESTIONS?

Use the space below to write down any questions or issues that you need clarification on and we can address these at the Pre-Vacate Meeting.

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