

## VACATING A PROPERTY: THE GUIDELINES

THIS DOCUMENT PROVIDES A GUIDELINE TO THE PROCESS AND TIME FRAME INVOLVED WHEN YOU VACATE A PROPERTY. IT IS RECOMMENDED THAT THIS DOCUMENT BE READ AS SOON AS POSSIBLE AS IT MAY ASSIST YOU IN THE RETURN OF YOUR BOND.

### AGENT PROVIDES VACATE INFORMATION AND REQUIREMENTS

We confirm the notice received and also provide you with all associated paperwork to help make the vacating process as smooth as possible.

At this stage we also begin the process of advertising the property for rent. If you have allowed our agency access to the property for activity related to reletting the property, our agency will contact you ahead of each appointment.

### RENT PAYMENTS

Under the Residential Tenancies Act, rent is to be paid to the agency up to and including the day you vacate and handover keys to the property.

Please do not stop paying rent and assume that this amount will be deducted from your Bond, as the Bond is not to be used for rent payments. If required, the Bond may be used for costs associated with returning the property back to the way it was at the start of the tenancy except for wear and tear.

### TIPS TO OBTAIN A FULL BOND REFUND

Use the Cleaning Checklist provided as a guide to assist you in cleaning the property.

If time does not permit you to attend to the work required yourself, then we can recommend professional companies who provide cleaning services including tidying up lawns and gardens.

### ON HANDOVER OR VACATE DATE

On the vacate or handover day return all keys and paperwork to the agency before 5pm.

### VACATE INSPECTION

The Vacate Inspection with the Property Manager will take place within 3 business days after you vacate. Please ensure you give our agency the best contact details for you so the Bond can be finalised quickly.

If further items require attention, the Property Manager will notify you of details and you will be given time to rectify - generally a 24 hour time frame.

Unless otherwise discussed with you, the Bond Refund form will be completed within 3 business days of you handing over the property to the Agent.

### IF TENANT AND AGENT DISAGREE

We try to resolve the issue as promptly as possible to enable the property to be relet and refund your Bond amount that is not in dispute if applicable. This means the amount of Bond required to complete the work will be held at the RBB until the matter is resolved one way or another.

As a last resort, the Tribunal is in place to deal with the disputes and a decision is made by a referee who considers evidence provided by the Agent and the Tenant related to the matter.

