

## How do I get my bond back?

### Cleaning Guide for Tenants Prior to Exit

Tenants and the managing agents don't like the time and expense of arranging further cleaning after the lease is finished. To assist we've provided the following checklist. It's certainly recommended and in your best interest to ensure the following items are attended to prior to vacating and handing back the keys. This will help avoid the need to call you back or to make deductions from your bond

#### GENERAL

- Curtains, Venetians and blinds to be cleaned, washed or dry-cleaned according to fabric and as required
- Insect screens to be removed carefully and hosed or brushed
- Windows, window sills & tracks to be vacuumed & cleaned
- Doors, doorframes & tracks to be left clean and undamaged
- Marks to be removed from walls with sugar soap or similar product
- Cobwebs to be removed from ceiling cornices & walls
- All light fittings to be cleaned and free from insects
- All floors and skirting boards to be washed
- All ceiling fans throughout to be free from dust (if applicable)
- Clean all mirrors throughout including wardrobe door mirrors (if applicable)
- All exhaust fans throughout the property to be cleaned
- Air vents to be dusted
- All vertical blind strings to be attached and secure
- All items on inventory to be accounted for (if applicable)
- Air Conditioners and filters to be cleaned (if applicable)

#### KITCHEN

- The oven and griller cleaned and lined with foil. Drip trays to be cleaned of all grease
- Range hood cleaned including the filters (where applicable)
- All cupboards cleaned inside and out (don't forget the tops of the cupboards!)
- Sink taps and disposal unit (if applicable) cleaned and polished
- Walls and tiled areas to be free from grease
- All benches and floors to be cleaned and free from grease (don't forget the corners)
- The dishwasher left clean. Wipe over internal door, remove debris from bottom drainer (if applicable)
- Refrigerator to be defrosted and all surfaces to be cleaned, including shelves and crisper drawers, switch
- appliances off at the wall and leave door ajar (if applicable)

#### BATHROOM & ENSUITES

- Shower recess to be scrubbed
- Grouting to be free of all soap residue & mildew
- Shower curtain (if applicable) to be washed and shower screen to be cleaned
- All plugholes are to be clean and free from debris
- Mirrors to be wiped over

- All drawers and cupboards to be cleaned
- Toilet to be cleaned thoroughly, including bowl, lid, seat, cistern and behind the toilet

### LAUNDRY

- Washing machine and clothes dryer filter to be cleaned out
- Clean under laundry tub and clean plughole
- Cupboards to be cleaned thoroughly inside & out

### EXTERNAL

- Lawns to be mowed and edges trimmed within 2 to 3 days of vacating (if applicable)
- (please don't dump grass clippings or tree off cuts in garden beds or behind sheds)
- Flower beds and pebble areas to be weeded (if applicable)
- No rubbish to be left in the gardens or around the property (if applicable)
- All garbage bins to be emptied and washed cleaned
- Driveways, carports, garages and any concrete areas to be free from oil and grease stains
- Garage floor area to be swept and cobwebs removed
- Cobwebs to be removed from outside eaves, awning & ceilings (where applicable)

### PEST CONTROL

- If pets have been kept on the premises, then you must have the property professionally pest controlled for fleas inside and out and produce a receipt to our office. Pest control will be stipulated in your lease

### CARPETS

- Carpets are to be professionally cleaned and a carpet receipt produced to our office with the return of the keys. Please note: If you choose not to use our offices' recommended carpet cleaners you could be liable to have the carpets re-cleaned should they not meet our standard of cleanliness

### DAMAGE

- Damage that occurs due to the tenants' neglect must be rectified at the tenant's cost.

### DON'T FORGET TO:

- Contact Energex for final reading of electricity supply
- Disconnect the telephone
- Disconnect any pay TV and broadband connections
- Redirect your mail address – forms at Australia Post

**REMEMBER....**

- Rent must be paid up to and including the day all keys are returned to the office

**MORE INFO ON THE FINAL INSPECTION:**

What does “Clean” and “Fair Wear & Tear” mean?

Carrying out a Final Inspection when tenants vacate the property involves comparing the Entry Condition Report completed at the commencement of the tenancy with the final condition in which the tenants leave the property at the end of their tenancy. Legislation states that the tenant must leave the property in the same condition as it was at the commencement of the tenancy, taking into consideration Fair Wear & Tear.

As Property Managers this is a challenge we deal with every time our tenants vacate. Our office has very high expectations and standards when it comes to carrying out the final inspections. It's our expectation that the property is to be left in as near as the same condition as it was at the commencement of each tenancy.

What does Fair Wear & Tear mean? We must first determine if the property has been left clean as we're often told of marks claimed to be “fair wear and tear” but can be cleaned off. The definition of Fair Wear Tear is: “Minor Signs of usage over a protracted period of time”.

Areas that are not considered Fair Wear & Tear:

- Holes in fly screens
- Marks/damage to carpets
- Marks/damage to walls which include inside robes
- Marks/damage to drapes
- Dead insects in light fittings
- Dusty/dirty window tracks, door tracks and robe tracks
- Chipped tiles

Our simple policy is this: “If it's clean and undamaged when tenants move in, then we expect it to be in the same condition when they move out.”

For more information on vacating, please contact Nobel Realtors.