

# Vacate Pack.

Helpful tips  
for a speedy  
bond release.

# Moving On

## **Welcome! We Want You To Get Your Full Bond Back - And Here Is How!**

The Property Management Team at Doyle Spillane wishes you the very best with your future plans. We look forward to working with you to fulfill your obligations at the end of the tenancy so that the transition is as smooth as possible for you.

Moving out of a rental property is a busy time. While you are preparing to move elsewhere, there may be new tenants 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 tenants and so we want to do everything that we can to help you understand and complete activities and obligations for the end of a tenancy.

- Our agency requires a forwarding address and telephone number for each tenant on the Residential Tenancy Agreement.
- Please find attached 'Vacate Envelope' link which outlines the required actions for tenant completion and use to return keys and documents.
- A Cleaning Checklist is enclosed to assist your Bond refund.

[Vacate Envelope - to fill in and return](#)



# What do I need to do?

## Tenants Moving Out Of A Rental Property Need To:

- Return the property to the condition as recorded on the Entry Condition Report;
- Have the carpets cleaned by a professional carpet cleaner before you return the keys and provide receipt with ABN number.
- If pets have been at the property, then a professional flea treatment needs to be done before you handover the keys;
- If there is a pool at the property that you are responsible for, it will need to be cleaned to the standard of when you moved in;
- Any outstanding money including rent up to the handover date, water invoices or other invoices will need to be finalised before you handover the property;
- All keys and access remotes or cards will need to be returned; and
- A forwarding address needs to be supplied before you move

## Returning Keys

There is an obligation to return all of the keys that were provided to you at the beginning of the tenancy PLUS any additional keys that you may have had cut for convenience. Any garage remotes, swipe cards or access fobs for the property will need to be returned and in working order. If any keys are missing, it is a good idea to let us know early so that you can have them cut or so that replacements can be cut from the set held by our office.

- All keys to be returned to our office before 5pm on your Vacate Date. If your Vacate Date falls on a Saturday or Sunday, you have until 9am the following Monday to return the keys.
- Rent is payable inclusive of this date and until all keys are returned.



# Suggested Services

**To Assist In A Stress-Free, Vacate Process, We Suggest The Services Of;**

## Cleaning

Beyond Sparkling  
0420 655 874  
beyondsparklingcleaning@gmail.com

Fabulous Cleaning Solutions  
0432 603 437  
fabulouscsolutions@gmail.com

## Carpet Cleaning

Peninsula Carpet Cleaning  
0418 285 822  
peninsula1@live.com

Five Star Carpet Cleaning  
9948 7997  
fivestargroup@optusnet.com.au

## Pest Control

Everest Pest Control  
0434 933 644  
info@epest.com.au

These companies are regularly used by our property managers. It is worthwhile using reputable companies for cleaning to ensure extra expense is not incurred to you when the premises are inspected and found to need areas re-addressed.

Please note - if you engage one of our preferred cleaners - we guarantee 100% bond refunded for cleaning only (carpet damages not included)



# Condition of the Property

Just as you are moving on to other accommodation, your property is about to become the new home for new people and so the process now is to prepare the property for its next chapter.

The rental bond that was collected at the beginning 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 tenant's responsibility at the end of the tenancy. We want to see you gain a full bond refund - a full bond refund for a property manager means that the property is properly returned and that both the tenant and the landlord have completed their obligations. Therefore, in this way, you can be assured that we want to work with you.

Tenants have an obligation to return the property to the standard of the entry condition report, save only for items of wear and tear. The Entry Condition Report is the proper record of the condition of the property when you moved in.

The Entry Condition Report is also the fairest record as it contains a consensus in comments between Landlord and Tenant. There is little by way of wriggle room in this - so please do not be offended that we cannot rely on your memory or honesty, we cannot rely on our own memories or honesty either - The record on the Entry Report trumps us all. This means that if an item is marked clean on the Entry and it is not clean, it must be cleaned. If the item is marked undamaged and it is damaged - even accidentally - then it must be repaired.

Let's take a minute to explain some of the important parts of this obligation - because a proper understanding at this stage allows for proper action and proper decisions.





# Cleaning

Upon vacating, your property manager will be thoroughly inspecting to ensure the absolute cleanliness of the property. Please ensure you pay close attention to everything mentioned on the checklist; cutting corners will only cause more stress when you need to go back and re-clean certain areas or have bonds deducted for professional cleaning. We highly recommend employing the services of a professional cleaner to ensure a full bond refund.

Call your property manager and we can organise this for you. We need at least 7 days' notice if you would like us to book in the cleaner/carpet cleaning for you and we also need this in writing. If you would like to arrange our preferred contractors, they do book out fast so best to get onto them as early as possible to ensure they can get it done before you need to return the keys.

Please find link below to our cleaning list to help you with this process:

[Doyle Spillane Cleaning List](#)



# Fair Wear and Tear

## Firstly - 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 use, or changes that happen with ageing. This means that carpet worn from normal walking is fair - whereas carpet torn from high heels shoes is not fair. Curtains fading from sunlight is fair - curtains discoloured from neglect in cleaning is not fair

## Secondly - what does “clean” mean?

Many people confuse cleanliness 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 stains on a kitchen benchtop that is marked on the entry condition report, that benchtop is clean so long as it would not be made more clean by wiping it down with a spray and wipe product.

## Thirdly - what does undamaged mean?

Undamaged means that the thing is working or in the same state that it was at the beginning of the tenancy. Most commonly, we find at the end of the tenancy that some tenants have put nails in walls to hang pictures thinking that these pictures will improve the property. When those pictures are brought down and moved with you, the wall remains damaged by the nail. So if the nail was not there at the entry condition report – it needs to be repaired. With the moving in and out process, it is not uncommon that walls become scuffed or dented. Even though it is accidental, the marks and dents are not fair wear and tear and will need repairing. Some tenants make the mistake of thinking that these items will not be noticed and they leave the attention for these items until after the property is handed over – perhaps hoping for a windfall. The property manager who performs your vacate specialises in these inspections and can take several hours going over the property referencing the Entry Condition Report. With any repairs it is best to take an account of these 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 tenants and if repairs are rushed and urgent, they can cost slightly more. So to summarise, the condition of the property when it is handed back, needs to be in the same condition as is recorded on the entry condition.



# Fair Wear and Tear

Fair wear and tear is the deterioration that occurs over time to the property. This table provides examples of fair wear and tear compared to damage.

Fair wear and tear	Damage
Faded curtains or frayed cords	Missing or torn curtains
Furniture indentations and traffic marks on the carpet	Stain or burn marks on the carpet
Scuffed up wooden floors	Badly scratched or gouged wooden floors
Faded, chipped or cracked paint	Unapproved, poor quality paint job
Worn kitchen bench top	Burns or cuts in bench top
Loose hinges or handles on doors or windows and worn sliding tracks	Broken glass
Water stains on carpet from rain through leaking roof or bad plumbing	Water stains on carpet caused by overflowing bath or indoor pot plants
Paint worn off wall near light switch	Damage to paint caused by removing posters stuck with blu-tack or sticky tape



# Carpet and Pet Cleaning

## Carpet Cleaning

Additionally, the special terms of the general tenancy require that the carpets are cleaned to a professional standard and evidence is needed to support that the obligation has been completed – which is simply a case of providing a copy of the receipt for the cleaners.

## Pet Cleaning

If pets have been approved at the property, an additional receipt is needed to demonstrate that the flea and pest treatment has been done. If pets have been in the garden, it is also important that this is performed to the correct standard. If you would like further independent information about your rights and obligations at the end of a tenancy, you can go to [www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au) or call their hotline. If you feel that you may have difficulty meeting these obligations or you are simply too busy with the move to your next property – ask us how we can help.



# Bond

Please remember that Bond is NOT TO BE USED AS RENT.

## Bond

The bond will not be finalised by Doyle Spillane until the Vacate Inspection has been completed and we are satisfied that the property has been returned to the same condition of the Entry condition report less wear and tear.

## Electricity

It is recommended that if you require any of the Property or inclusions to be cleaned or repaired after moving, arrange for the supplier's final meter reading and service disconnection to occur AFTER the work is completed satisfactorily. Otherwise this may put a delay on your bond refund.

## Water Consumption

If Applicable - The Property complies with water saving criteria allowing water consumption costs to be passed onto the Tenant as noted in the Residential Tenancy Agreement.

This means you will be responsible for the total cost of water consumption charged to the Property to the Handover date. The water meter will be read on the Handover date and costs calculated. The amount will need to be paid prior to the Bond refund finalisation.



## Reletting of Property

If the Lessor has instructed our Agency to relet the Property we ask for your assistance and co-operation in allowing our Agency staff to enter to show prospective Tenants the Property. Of course, we will notify you before each appointment or 'Open House' and we will be present for any appointment time arranged with your approval. You are welcome to be present for each inspection; however, if you are not available, we ask that any valuable items are stored securely.



## End of Tenancy Survey

We value your feedback as the managing Agent of your tenancy. Please find below the link to our an End of Tenancy Survey for your completion. It will only take a few minutes.

[End of Tenancy Survey](#)



## For More Information

For any specific questions you may have, please feel free to contact your property manager directly. You can also find useful resources at NSW Fair Trading's website dedicated to the End of A Tenancy by clicking on the link below. We thank you for renting through Doyle Spillane and trust you will contact us if we may be of assistance to you in the future for all your real estate needs.

[Renting/ending-a-tenancy](#)

# Locally yours,

02 9981 3799

info@doylespillane.com.au

doylespillane.com.au

761 Pittwater Road,  
Dee Why NSW 2099

 Doyle Spillane