



Real Estate

Dear Tenant

We are in receipt of your vacating notice and wish to advise you of the following requirements.

Please find attached the RTA Form 14a – Exit Condition Report and suggested cleaners and final inspection guide. As per Standard Term 37 of the General Tenancy Agreement, the property is required to be returned upon handover in the same condition it was found; except for fair wear and tear. Standard Term 38 requires that all keys are provided for the property upon handover as well.

The RTRA Act requires that tenants complete the Exit Condition Report as soon as practicable after the tenancy ends; the easiest way to comply with this requirement is to provide the report when you handover the keys to the property upon vacating. Please note that rent is required to be paid to the end date of the notice period to vacate on or before the handing over of the keys to the property. Please also refer to the special terms of the General Tenancy Agreement relating to conditions that are required to be met at the end of the tenancy. If the property is not handed over accordingly, please note that compensation for loss of rent to the owner may be sought due to the failure to meet the tenancy agreement requirements.

If you wish to attend the final inspection please phone our office to make an appointment. If you do not attend the final inspection via appointment, you will be contacted to discuss the final vacate and the bond disbursement procedure.

We further request forwarding address details upon vacating as per Standard Term 39 of the General Tenancy Agreement. Please provide these details to our agency either on the Exit Condition Report or alternatively in writing on or before the day of vacating.

Thank you for your valued tenancy; we will you wish in the future. If we can be of any further assistance at this time, please don't hesitate to phone or email our office.

Yours sincerely,

Wendy Thornberry
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HANDING BACK YOUR RENTAL PREMISES

Now you are moving out, it is your responsibility to hand back your rental premises in the same condition as when you moved in as per your Entry Condition Report & Tenancy Agreement

Floors: Carpets professionally cleaned (receipt provided to agent), all other flooring cleaned

Bedrooms: Wardrobes the shelving must be wiped out, all marks removed, sliding doors/mirrors clean.
Beds must be hygienically cleaned (this service is provided by Sunset Cleaning & Pest Control)

Pest Control: receipt for fleas, for both external & internal treatment (receipt provided to agent)

Kitchen: Oven cleaned,(using oven cleaner to remove baked on food)Range hood & filters cleaned

Air Conditioners/ceiling fans: Filters cleaned, Ceiling Fans cleaned

Appliances: Cleaned out (washing machine filters, toaster, microwave, dishwasher etc)

Inventory: Checked off

Light Fittings/shades: cleaned (dead insects removed)

Walls & Skirts: Dusted and Wiped

Windows: Glass, Screens, tracks cleaned inside and out and blinds & curtains inside.

Garage& Shed: cleaned, including any oil/grease on floor, roller door washed down

Gas: Replace gas bottles as per ECR (receipt provided)

Concrete & Paving: Lawns mowed, whipper snipped and all rubbish removed, gardens weeded

Wheelie Bins: Empty & washed out thoroughly

Lawns and garden beds: Lawns mowed and garden beds free of weeds

If pets reside at premises: Professional spray for ticks and fleas (Sunset Clean & Pest Control & Full Pest Management provide this service)

Furnishings: Couches cleaned, with material coverings must be Professionally Cleaned (Sunset Clean & Pest Control)

Carpets & Tile Cleaning	Sunset Clean & Pest Control	0414 634 770
Pest Spraying	Sunset Clean & Pest Control	0414 634 770
	Full Pest Management	07 4987 7259
Bond Cleaning	QLD Quality Clean	0468 478 053
	Emerald Bond & General Cleaning	0401 151 320
Garden Maintenance	Diamond Lawn & Garden	0418 382 749
	Jims Mowing	0419 778 238
General Maintenance	Les Handyman Services	0427 138 584

Cleaning Guide for Vacating Tenants

This guide is to assist you in making your moving and vacating process as stress free as possible. Standard Terms 37 to 40 of the General Tenancy Agreement set out the requirements for vacating the property. The property must be returned in the same condition as it was found as per the RTA Form 1a Entry Condition Report. All keys are to be returned upon the day of handover. You must provide your forwarding address and also complete the exit condition report which is enclosed. Please provide evidence as to how the carpets have been cleaned such as a carpet cleaning receipt upon handover of the keys.

37 Condition premises must be left in – s 188(4)

At the end of the tenancy, the tenant must leave the premises, as far as possible, in the same condition they were in at the start of the tenancy, fair wear and tear excepted.

Examples of what may be fair wear and tear –

- wear that happens during normal use
- changes that happen with ageing

38 Keys

At the end of the tenancy, the tenant must return to the lessor all keys for the premises.

39 Tenant's forwarding address – s 205(2)

(1) When handing over possession of the premises, the tenant must, if the lessor or the lessor's agent asks the tenant in writing to state the tenant's new residential address, tell the lessor or the agent the tenant's new residential address.

(2) However, sub clause (1) does not apply if the tenant has a reasonable excuse for not telling the lessor or agent the new address.

40 Exit condition report – s 66

(1) As soon as practicable after this agreement ends, the tenant must prepare, in the approved form, and sign a condition report for the premises and give 1 copy of the report to the lessor or the lessor's agent.

Example of what might be as soon as practicable –

when the tenant returns the keys to the premises to the lessor or the lessor's agent

Note –

For the approved form for the condition report, see the information statement. The report may be very important in deciding who is entitled to a refund of the rental bond if there is a dispute about the condition of the premises.

(2) The lessor or the lessor's agent must, within 3 business days after receiving the copy of the report –

(a) sign the copy; and

(b) if the lessor or agent does not agree with the report – show the parts of the report the lessor or agent disagrees with by marking the copy in an appropriate way; and

(c) if the tenant has given a forwarding address to the lessor or agent – make a copy of the report and return it to the tenant at the address.

(3) The lessor or agent must keep a copy of the condition report signed by both parties for at least 1 year after this agreement ends.

General Requirements	Completed
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 and brushed	
Windows, Windowsills and tracks to be vacuumed and cleaned	
Doors, door frames and 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 and 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 grill cleaned. 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 dirt and grease (don't forget the corners)	
The dishwasher left clean. Wipe over internal door, remove debris from the bottom drainer (if applicable)	
Refrigerator to be defrosted and all surfaces to be cleaned, including shelves and crisper drawers, switch appliance off at the wall and leave door ajar (if applicable)	
Bathroom and Ensuite	
Shower recess to be scrubbed	
Grouting to be free of all soap residue and 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 and out	
Outside	
Lawns to be mowed and edges trimmed 2-3 days before vacating (please don't dump grass clippings or tree cut-offs in the garden beds or behind sheds)	
Flower beds and pebble areas to be weeded	
No rubbish to be left in the gardens or around the property	
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 and ceilings	

Pest Control

If pets have been kept on the property then you MUST have the property professionally pest controlled for fleas inside and out and produce the receipt to our office

Damage

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

Important Reminders

- Contact your energy supplier for a final reading of electricity supply
- Disconnect the telephone
- Disconnect and pay TV and broadband connections
- Redirect your mailing address – forms are available at Australia Post

Rent and Keys

Rent MUST be paid up to and including the day the keys are returned to the office.

Areas that are not considered Fair Wear and tear:

- Marks / Damage to the Carpets
- Marks / Damage to walls including inside robes
- Marks / Damage to Drapes
- Dead insects in light fittings
- Dusty / Dirty window tracks, door tracks and robe tracks
- Chipped tiles

If our agency can be of any assistance during your move, please do not hesitate to contact us. We have recommended cleaners and pest control companies that you may wish to use.