

# VACATING A PROPERTY

## THE GUIDELINES

**Agency:** Wise Property Agents

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### GUIDELINES

This document provides a guideline to the process and timeframes 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.

The timeframes and guidelines provided have been taken from the legislation governing Residential Tenancies in Queensland.

**If you have any questions please contact RTA (Residential Tenancies Authority on 1300 366 311 or [www.rta.qld.gov.au](http://www.rta.qld.gov.au)**



### AGENT PROVIDES VACATE INFORMATION AND REQUIREMENTS

We will provide you with all associated paperwork to help make the vacating process as smooth as possible.

We may 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 and Rooming Accommodation Act 2008, 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 fair wear and tear.

### TIPS TO OBTAIN A FULL BOND REFUND

Refer to the Entry Condition Report provided at the beginning of the Tenancy in your Moving-In Kit. See if there are any changes to this report allowing for fair wear and tear.

Use the Cleaning Checklist that will be 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 the following services:

**Cleaning – Dusty 2 Sparkle 0407965783**

**Lawns, Gardens - NQ Parks & Gardens 0499 741 499**

**Maintenance – Mr Fix It Cairns 0473 198 724**

**Removalist – The Move it Man 0418 188 245**

**Carpet Cleaning and Pest Control – Safe Clean 4039 1100 Or 0418 881 378**

## ON HANDOVER OR VACATE DATE

On the vacate or handover day, return all keys, remotes and required receipts to our office before 4pm.

## VACATE INSPECTION

A Property Manager will attend to complete a vacate inspection 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 **MAY** notify you of details and you may be given time to rectify – generally a 24 hour timeframe, however allowing re attendance is not a requirement.

If anything remains unsatisfactory at the vacate inspection we will engage a professional cleaner or contractor to attend to the issue/s and a claim will be made from the Bond for the costs associated. During this process, communication will be made with you by the Property Manager.

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 to 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 RTA until the matter is resolved one way or another.

You may contact the RTA and complete a Form 16 – Dispute Resolution form.

The Agency can engage a professional cleaner or contractor (or both) to complete the items that need to be rectified and obtain Tax Invoices forming part of the claim on the Bond amount held. Usually a mediator from the RTA acts as a third party to help resolve the disputed Bond amount or issue/s.

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.