

VACATING A PROPERTY



As the saying goes “All good things must come to an end” and for us, it is our working relationship as you prepare to vacate the property.

Moving home can be VERY stressful so we want to do everything we can to ensure our relationship with you does not turn sour.

Knowledge is power! We pride ourselves being Property Management specialists and love to share our knowledge on legislation, obligations and tenancy tips & tricks to ensure our tenants have positive outcomes.

This guide provides information to help you prepare and plan your Vacate in the most stress-free way possible to achieve a positive vacate experience and quick bond refund.



HAND OVER PROCEDURE

Please follow the steps provided in the attached **Hand Over Procedure** to ensure that there are no delays with returning the keys at the end of your Tenancy.

WHAT'S INCLUDED

- ▶ VACATING TENANT CHECKLIST
- ▶ VACATE PROCEDURE
- ▶ HAND OVER PROCEDURE
- ▶ VACATE CONFIRMATION

RECOMMENDED CONTRACTORS

BOND CLEANER

Marianne's Cleaning Service
Ph: 0457 202 371

Dave's Extreme Cleaning
Ph: 0408 890 924

CARPET CLEANER

Tropic Coast Carpet Cleaning
Ph: 0400 331 815

Dave's Extreme Cleaning
Ph: 0408 890 924

PEST CONTROL

Total Pest Management
Ph: (07) 4779 6200

Environ Pest Control
Ph: (07) 4728 1610

OTHER

D&S Building Maintenance
Ph: 0417 997 979

Switched On Electrical
Ph: 0439 714 007

ENTRY CONDITION REPORT

Your requirement when you vacate is to return the property in the same condition it was when you moved in except for fair wear and tear. Please understand, if you hand back your property and it is not in the required condition, you may be responsible for rental payments until the property is returned to standard.

At the start of your tenancy, you were provided the opportunity to add your own comments to the ECR. This report is used as a reference when you vacate. Therefore, if there is an issue with the property, but it is not listed on your entry condition report and cannot be identified in photos, unfortunately, we have to hold you responsible for the damage.

Your entry condition report (and where possible supporting photos) is available for download on your Tenant Portal/App. Please let us know as soon as possible if you are not able to locate your copy.

CLEANING

There is no obligation to have the property professionally cleaned, however it is the quickest and easiest way to guarantee a successful vacate. We recommend you book your cleaner at least 1 month ahead to ensure they are available.

DO NOT use just any cleaner. Not all cleaners are able to produce a full bond clean to the required standard. Using just any cleaner could cost you time and money – please do your research.

If you would like to clean the property yourself, please utilise our cleaning checklist provided.

CARPET CLEANING

If your Entry Condition Report states that the carpets were professionally cleaned at the commencement of the tenancy, you are required to return the property to the same condition at vacate.

FLEA & TICK TREATMENT

If you have kept pets at your property, you will also be required to have an internal and external flea and tick treatment completed at the property.

LAWN AND GARDENS

If you have lawns and/or gardens at your property, these will need to be returned to the same condition as they were when you moved in. This means, if there are any plants missing or your dog has dug holes, overgrown plants etc, these ALL must be rectified prior to you handing in your keys.

VACATING TENANT CHECKLIST



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.

	Entry	Entry Hallway	Lounge Room	Family Room	Kitchen	Dining Room	Rear Hallway	Bedroom 1	Ensuite	Bedroom 2	Bedroom 3	Bedroom 4	Study / Other	Bathroom	Toilet/s	Laundry	Garage	Patio / Deck
THROUGHOUT	Ceilings & Cornices																	
	Walls & Skirting																	
	Doors & Frames																	
	Windows & Screens (internal & external)																	
	Blinds / Curtains																	
	Fans & Light Fittings																	
	Floors / Floor Coverings																	
	Robes / Cupboards / Shelves																	
	Power Points / Light Switches																	
TV / Phone Ports																		
Air Conditioners & Remotes																		
KITCHEN	Cupboards / Drawers																	
	Bench Tops / Tiling																	
	Sinks / Taps / Disposal Units																	
	Stove																	
	Oven / Grill																	
	Exhaust Fan / Rangehood																	
Dishwasher																		
WET AREAS	Baths / Showers																	
	Wash Basins / Vanity's / Tubs																	
	Mirrors / Cabinets																	
	Towel Rails																	
	Toilets & Cisterns																	
	Exhaust Fans																	
Washing Machine / Dryer																		

- Lawns & Gardens
- Wheelie Bins
- Pool & Equipment
- Gates & Fences
- Clothesline
- Paths / Driveway
- Staircases / Railings
- Gas Bottles

AS SOON AS POSSIBLE

- Issue Form 13 - Notice of Intention to Leave
- Book Vacate Services (if applicable) (ie. Bond Cleaner, Carpet Cleaner, Pest Control)
- Read Vacate Procedure (attached)

APPROX 1 WEEK BEFORE VACATE DATE

- Refer to Entry Condition Report & Photos (available for download on your Tenant Portal/app)
- Schedule Hand Over Appointment

WEEK OF VACATE

- Return Premises to Same Condition as Start of the Tenancy (Entry Condition Report)
- Repair All Damages to a Satisfactory Standard
- Complete Lawn & Garden Maintenance
- Remove All Rubbish & Personal Items
- Replace Perished Light Bulbs & Batteries

DAY BEFORE HAND OVER

- Allow Access for Vacate Services (If Applicable)
- Complete Exit Condition Report
- Ensure Rent is Paid Up to Date
- Gather All Keys, Remotes & Receipts

HAND OVER

- Complete [Vacate Confirmation & Hand Over Form](#)
- Leave All Keys & Remotes in Kitchen Drawer
- Ensure the Premises is Secured

FAIR WEAR & TEAR

In the context of a residential tenancy, wear & tear refers to the damage or disrepair caused or resulting from ordinary use and changes that happen with ageing. Damage caused from carelessness or negligence resulting from the act of a tenant, its guests and/or pets are not fair wear and tear.

Please refer to your *Form 1a - Entry Condition Report* and supporting photos to ensure that you are returning the property (including lawns & gardens) in the same condition.



1

GET ORGANISED

You will save money by being organised, getting help and arranging your vacate services early. We recommended booking services at least 1 month before your vacate, just in case contractors or services are booked out.

Important: if you hand back the premises and are in breach of your obligations (outlined to the right), the Lessor/Agent may arrange for rectification and claim costs from your bond, in addition to loss of rent.

2

UNDERSTAND YOUR OBLIGATIONS

If you are unsure of your obligations, ask for clarification prior to vacate. We are here to help you.

- ▶ Download your Entry Condition Report & Supporting Photos from your Tenant Portal and use as a reference during your vacate.
- ▶ Read and understand the terms of your agreement, governed by the Residential Tenancies and Rooming Accommodation (RTRA) Act highlighted to the right.

3

HAND OVER THE PREMISES (RETURN KEYS)

The property can be handed over by following the Hand Over Procedure. Prior to completing the Hand Over Procedure, please ensure the following are completed:

- ✓ All keys & remotes returned in good working order
- ✓ A copy of all invoices/receipts for vacate services are provided
- ✓ A copy of the completed Exit Condition Report is provided
- ✓ Completed [Vacate Confirmation & Hand Over Form](#)

You must ensure all of your obligations are met prior to handing in your keys. This process can be completed any day or time using the online form. A confirmation will be sent to your nominated email when the form has been successfully submitted.

4

VACATE INSPECTION

The vacate inspection will be completed within 3 business days of the keys being returned, unless otherwise agreed, and a copy of the Exit Condition Report will be sent to your nominated email address, as well as uploaded to your Tenant Portal. An SMS will also be sent to your nominated mobile to confirm the process has been completed.

If there are any items you disagree with on the Exit Condition Report, please identify these items and concerns in writing by responding to this email, so we can discuss them further with you and the Lessor.

Friendly Reminder: We want to work with you to finalise your tenancy quickly and have a positive outcome for all parties involved. We do not take any enjoyment in Tenancy Disputes, therefore if a matter is raised with you at the end of your tenancy, it will be within the requirements of your tenancy agreement and QLD tenancy laws.

5

OUTSTANDING ITEMS

Should there be any outstanding items that require rectification, they will be identified on the Exit Condition Report and will require rectification before the tenancy can be finalised (and your bond refunded).

- ▶ **Where possible**, time will be provided for you to rectify these items, however it is not lawfully required. Please read the vacate email and follow the instructions provided.
- ▶ **If you fail to act or respond**, outstanding items will be rectified, and costs will be claimed from your bond. Costs incurred that exceed the bond will be required to be paid within 14 days.
- ▶ **Should the tenancy not be finalised within a reasonable timeframe**, the matter will be escalated with the appropriate authorities and may result in your details being provided to tenancy databases. We thank you in advance for your cooperation to prevent this.

6

FINALISATION OF TENANCY (BOND REFUND)

We are unable to process the bond refund until the tenancy is finalised. The bond will be held by the RTA until it is confirmed that you have met your obligations in accordance with the Tenancy Agreement and the RTRA Act.

The bond refund will be processed via RTA Online Services, which will require your participation as prompted. To ensure that the bond is processed quickly, please follow the prompts outlined in the email sent by the RTA. Bond refunds are only paid into Australian bank accounts.

37 Condition premises must be left in

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.

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

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

40 Exit Condition Report

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 lessors agent.

2 Care of Premises

The Tenant agrees:

- To maintain all garden areas including watering trees and other plants, to mow the lawn and remove garden rubbish (including pet waste) from the premises.
- Not to maliciously or negligently damage the premises or any part of the premises.
- To keep the premises free of rodents, cockroaches and other vermin, should the presence of such vermin or infestation have arisen due to act or neglect on the part of the tenant, shall be the tenant's responsibility to remedy.
- promptly replace, at the Tenant's cost, blown or damaged light bulbs, LED lights or fluorescent tubes and ensure all are in a working condition at the end of the tenancy.

5 End of Occupancy

The tenant will on vacating the premises:

- Return all keys, keycards and other security devices (if any) and make good of the cost for replacement should any of these items not be returned or be lost at any time.
- On the last day of the tenancy have all carpets cleaned to a standard similar to the standard as provided by the lessor/lessor's agent at the start of tenancy.
- Fair wear and tear accepted, repair damage to the premises arising or as a result of the tenant's or its guest's actions including damage (if any) caused by the Tenant's pets.
- Remove all the tenant's property from the premises including rubbish and property on the premises not the property of the lessor.
- Leave the premises (including the grounds) in a neat and tidy condition
- Where a pet has been kept on the Premises, comply with all conditions of approval
- Return all remote-control devices in good working order and condition including batteries, and where not returned, make good the costs of replacement.

362 Duty to mitigate loss or expense

The lessor or tenant must take all reasonable steps to mitigate loss or expense

HAND OVER PROCEDURE



The Hand Over Procedure is designed to offer tenants flexibility and convenience in relation to their vacate.

Meraki Property Management will not be liable for Tenants failure to complete the steps within the procedure, or to make alternative arrangements **prior** to the end of their tenancy.

1

PREPARE THE PROPERTY FOR VACATE

Ensure that you have met all of your lawful obligations **prior** to your vacate and handover of the property.

If you are unsure of your obligations, ask for clarification prior to vacate. We are here to help you.

- ▶ Download your Entry Condition Report & Supporting Photos from your Tenant Portal and use as a reference during your vacate.
- ▶ Read and understand the terms of your agreement, governed by the Residential Tenancies and Rooming Accommodation (RTRA) Act (legislation) highlighted to the right.
- ▶ Read your *Vacate Pack*, including the *Vacate Procedure* and *Vacating Tenant Checklist*.

If you are not able to locate your Entry Condition Report, or Vacate pack, please let us know and we will send them to you again.

2

NOTIFICATION OF HAND OVER (VACATE)

On your day of vacate, notify Meraki Property Management that the property has been vacated, by completing the **Vacate Confirmation & Hand Over Form**.

PRIOR TO COMPLETING THE FORM, YOU MUST:

- ▶ ensure all of your obligations are met and the property is ready to be handed over;
- ▶ gather all keys and remotes and take a photo of them to upload with the form;
- ▶ have a copy of all receipts/invoices available to be uploaded to the form. If works have been completed and you are awaiting an invoice/receipt, you may email this at a later date when received.

This process can be completed any day or time using the online form. A confirmation will be sent to your nominated email when the form has been successfully submitted.

3

KEYS & REMOTES

Confirm that you have all of the keys and remotes provided to you at the commencement of your tenancy, as per your Key Copy.

- ▶ **Complete the Vacate Confirmation & Hand Over Form**, as instructed in step 2 (above).
- ▶ **Place ALL keys and remotes all together in the top kitchen drawer.** If it is identified that you continue to have possession of keys to access the premises after your vacate, the property may be rekeyed at your cost.
- ▶ **Ensure the property is locked and secured**, leaving all keys and remotes in the top kitchen drawer.

PLEASE NOTE: Should there be damage caused to the premises as a result of the premises being unsecured, you may be responsible for all costs incurred to rectify any damage.

4

VACATE PROCEDURE

Steps 4-6 of the Vacate Procedure will commence upon receipt of completed **Vacate Confirmation & Hand Over Form**.

PLEASE NOTE: The property will not be considered as 'vacated' until the Hand Over procedure is completed; and Lawful timeframes will not commence.

37 Condition premises must be left in

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.

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

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

40 Exit Condition Report

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 lessors agent.

2 Care of Premises

The Tenant agrees:

- (f) *To maintain all garden areas including watering trees and other plants, to mow the lawn and remove garden rubbish (including pet waste) from the premises.*
- (j) *Not to maliciously or negligently damage the premises or any part of the premises.*
- (o) *To keep the premises free of rodents, cockroaches and other vermin, should the presence of such vermin or infestation have arisen due to act or neglect on the part of the tenant, shall be the tenant's responsibility to remedy.*
- (p) *promptly replace, at the Tenant's cost, blown or damaged light bulbs, LED lights or fluorescent tubes and ensure all are in a working condition at the end of the tenancy.*

5 End of Occupancy

The tenant will on vacating the premises:

- (a) *Return all keys, keycards and other security devices (if any) and make good of the cost for replacement should any of these items not be returned or be lost at any time.*
- (b) *On the last day of the tenancy have all carpets cleaned to a standard similar to the standard as provided by the lessor/lessor's agent at the start of tenancy.*
- (c) *Fair wear and tear accepted, repair damage to the premises arising or as a result of the tenant's or its guest's actions including damage (if any) caused by the Tenant's pets.*
- (d) *Remove all the tenant's property from the premises including rubbish and property on the premises not the property of the lessor.*
- (e) *Leave the premises (including the grounds) in a neat and tidy condition*
- (f) *Where a pet has been kept on the Premises, comply with all conditions of approval*
- (g) *Return all remote-control devices in good working order and condition including batteries, and where not returned, make good the costs of replacement.*

362 Duty to mitigate loss or expense

The lessor or tenant must take all reasonable steps to mitigate loss or expense

VACATE CONFIRMATION



PROPERTY	NOTICE EXPIRY	
TENANTS	DATE	TIME

By returning the keys to the premises, I the Tenant confirm that I have:

- (1) read the **Vacate Procedure** and understand our rights, responsibilities and lawful obligations; and
- (2) checked the property using the Vacating Tenant Checklist and have cross references this with our Form 1a - Entry Condition Report and supporting photos available on the tenant portal/app (where applicable); and
- (3) **met our lawful obligations** in accordance with the terms of our agreement, and have completed the following; or

✓ **Returned the premises to the same condition it was in at the start of the tenancy**, as per our Entry Condition Report

- Property Cleaned** By: *inc window coverings, garage, etc – refer to Entry Condition Report & Supporting Photos*
- Carpet Cleaning** By: *Professional Service required if a) noted as professionally cleaned on ECR; b) pet kept at the premises*
- Flea & Tick Treatment** By: *Professional Service required if pet has been kept at the property – Pets Conditions for Approval*
- Lawns & Gardens** By: *Refer to Entry Report & Supporting Photos; if applicable - pet damage repaired, plants replaced, etc*

- ✓ Wheelie Bins are clean, empty & stored in the garage
- ✓ All damages have been repaired to a satisfactory standard – ST (5)(c)
- ✓ All rubbish and personal items have been removed – ST (5)(d)
- ✓ All blown light bulbs and fluoro tubes have been replaced – ST (2)(p)
- ✓ The premises is free of any vermin or pest infestation – ST (2)(o)
- ✓ The premises is securely locked
- ✓ Rent paid to vacate date, or handover date (whichever comes last)
- ✓ A copy of all invoices have been provided
- ✓ All keys & remotes have been returned, in good working order



The Lessor may seek compensation for any reasonable costs or expenses incurred as a result of the tenant's failure to comply with the Tenant's Obligations (ie. loss of rent while returning the property to standard).

37 Condition premises must be left in

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.

5 End of Occupancy

The tenant will on vacating the premises:

- (a) Return all keys, keycards and other security devices (if any) and make good of the cost for replacement should any of these items not be returned or be lost at any time.
- (b) On the last day of the tenancy have all carpets cleaned to a standard similar to the standard as provided by the lessor/lessor's agent at the start of tenancy.
- (c) Fair wear and tear accepted, repair damage to the premises arising or as a result of the tenant's or its guest's actions including damage (if any) caused by the Tenant's pets.
- (d) Remove all the tenant's property from the premises including rubbish and property on the premises not the property of the lessor.
- (e) Leave the premises (including the grounds) in a neat and tidy condition
- (f) Where a pet has been kept on the Premises, comply with all conditions of approval
- (g) Return all remote-control devices in good working order and condition including batteries, and where not returned, make good the costs of replacement.

- (4) **not met our lawful obligations** in accordance with the terms of our agreement and request items to be completed on our behalf and claimed from the bond.

SIGNATURES

TENANT 1	TENANT 2	TENANT 3
FORWARDING ADDRESS	FORWARDING ADDRESS	FORWARDING ADDRESS

PAID TO _____ PART PAID \$ _____ ARREARS \$ _____ INVOICES \$ _____ KEYS MISSING