



GET YOUR BOND BACK!!!

An Exit & Cleaning Guide for Tenants

PLEASE NOTE:

We follow procedures as per the Residential Tenancies Act (RTA) with regards to bond disposal. Please note that all rent must be paid up to the day that all keys are returned and any invoices owing. A penalty of \$5,000 as per section 52 of the Residential Tenancies Act may be applicable if a tenant fails to pay any rent due under the agreement with the intention that the amount of such rent be recovered from the security bond.

As per your Lease Agreement, tenants are responsible for rectifying the property to the condition it was in as per the Property Condition Report at the start of the tenancy, fair wear and tear accepted (see bottom of next page). To make your vacate as smooth as possible, it is recommended that you use your initial Property Condition Report as a guide to return the property to its original condition and return all items to their position noted on the report.

WHAT TO EXPECT:

* **WE HIGHLY RECOMMEND EMPLOYING A VACATE CLEANER.** Moving itself is a lot of work, so employing a cleaner is worth every penny.

- Once you have fully cleaned and rectified the property and your keys are returned, we will conduct the final bond inspection

- According to the RTA, tenants must have carpets professionally cleaned and receipt provided. Furnished properties must have mattresses and sofas professionally cleaned as well. If you have had pets at the property, a flea spray must be completed and receipt provided.

- 9 chances out of 10, there will be cleaning/repair items missed. Although not required by law, we may offer you the opportunity to return to rectify this within a reasonable time frame.

- If contractors are required to attend to any issues, we must wait to receive these invoices before finalizing the bond disposal.

- Once the Bond Disposal is authorised, the Bond Administration usually takes 2-7 business days to disburse the funds.

Our simple policy is this: "If it's clean and undamaged when tenants move in then we expect it to be returned in the same condition."

TO HELP WITH VACATING WE'VE PROVIDED THE FOLLOWING CHECKLIST.

GENERAL REQUIREMENTS

- 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 and tracks must be vacuumed and 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 walls, cornices & ceilings
- 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.
- 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 furniture inventory to be accounted for (if applicable)
- Air conditioners and filters to be cleaned (if applicable)

KITCHEN

- The oven and griller must be cleaned thoroughly. Drip trays to be cleaned of all grease
- Range hood to be cleaned including the filters (where applicable)
- All cupboards cleaned inside and out (don't forget the tops of 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.
- 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 & 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 thoroughly.
- All plug holes are to be clean and free of 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 plug hole
- Cupboards to be cleaned thoroughly inside and out

OUTSIDE

- Lawns to be mowed and edges trimmed within 2 to 3 days of vacating
(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 property.
- All garbage bins to be emptied and washed clean.
- 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.

FURNISHED PROPERTIES

- Upholstered furniture such as mattresses and sofas to be professionally cleaned and receipt provided
- Provide new mattress and pillow covers
- Replace all furniture and equipped items to their positions as per the original property condition report

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.
We recommend QUINNS PEST CONTROL – Geoff or Mandy: 9305 8992 or 0417 959 455; NO MOORE PEST - Phil: 0416 362 545

CARPET CLEANING

- Carpets are to be professionally cleaned & a receipt provided to our office with the return of keys. Please note: If you choose not to use our offices' recommended cleaners you could be liable to have the carpets re-cleaned should they not meet our standard of cleanliness.
We recommend CAPITAL STEAM CLEANERS Sean: 0420 481 765; or BIG TREV'S TILE & GROUT CLEANING Trevor: 0433 377 380 or Superclean WA Steve 0433690003

TILE & GROUT CLEANING

All tiles & Grout are to be in good clean condition from of build-up upon returning the keys. Please note: If you choose not to use our offices' recommended tile & grout cleaner you could be liable to have the tiles & grout re-cleaned should they not meet our standard of cleanliness.

We recommend CAPITAL STEAM CLEANERS Sean: 0420 481 765; BIG TREV'S TILE & GROUT CLEANING Trevor: 0433 377 380; or Alan: 0404 093 046 or Superclean WA Steave 04 33690003

GENERAL CLEANING

Please note: If you choose not to use our offices' recommended cleaners you could be liable to have the property re-cleaned should they not meet our standard of cleanliness.

We recommend POINT TO POINT CLEANING – Viki: 0499 143 219 CLASSIC CLEANING PERTH – Vicky: 0457 584 093

WINDOW CLEANING

All windows, (inside and out) are to be cleaned along with the window tracks and flyscreens. Please note: If you choose not to use our offices' recommended window cleaner you could be liable to have the windows re-cleaned should they not meet our standard of cleanliness.

We recommend JIM'S WINDOW CLEANING MARMION – Dan: 0404212800 (multiple stories); or I.C.U WINDOW CLEANING – Alan: 0402 955 750(multiple stories); or DNA MAINTENANCE – Alan: 0419 043 127 (single storey only)

DAMAGE / REPAIRS (flyscreens, pressure cleaning, etc)

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

We recommend DNA MAINTENANCE – Alan: 0419 043 127 (1st point of call);

POOL and/or SPA (if applicable)

As per your lease, if there is a pool and/or spa at the property, upon vacating, a receipt for the below dated within 3 days prior to the lease expiry, is to be provided to Agent upon lease expiry:

- a) A receipt of professional pool service
- b) B) Written report on its condition
- c) C) and noting supply of chemicals equivalent to that supplied at commencement of tenancy
- d) Should the Tenant be required to vacate early, break their lease agreement, or be away from the property, the Tenant agrees to engage and bear the cost of a professional pool service to ensure the pool is kept maintained.

Please Note, it will cause delays in having your bond refunded.

We recommend SWIMWISE – Mick: 9447 7088; or BRIGHTWATER POOL CARE – Stuart: 0415 637 892

PAINTING

As per your lease agreement, should any damage have been made to any walls, the damage must be professionally repaired and the entire wall must be repainted.

We recommend MARK 1 DÉCOR – Mark: 0451 597 068; or COLOUR PERFECT DECORATING – Michael: 0416 190 879

LAWNS / GARDENS (mowing, weeding, fertilizing, plant replacement, retic repairs)

Please check your property condition report photos. If the lawns and gardens have deteriorated in appearance, please begin efforts to recover these well prior to vacating as this could delay the return of your bond funds.

We recommend FAIR DINKUM GARDENING – Michael: 0418 911 716; or LAWNLINK – Jim: 0449 192 633

RETICULATION REPAIRS (if applicable)

As per the lease agreement, should there be reticulation at the property, the Tenant is responsible for the general upkeep of the system, i.e. keeping sprinklers free from sand, grass and debris, as well as repairing or replacing any dysfunctional sprinklers.

We recommend DOWNUNDER IRRIGATION – Linc: 0410 606 995;

IMPORTANT

- Contact Synergy on 13 13 53 for final reading of electricity supply.
- Contact Alinta on 13 13 58 for final reading of gas 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.

SOME FURTHER TIPS ON THE FINAL INSPECTION:

What does "Clean" and "Fair Wear and 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**.

Benchmark 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 and Tear mean? The definition of Fair Wear and Tear is: "Minor Signs of usage over a protracted period of time. Examples are: carpet worn in traffic areas or curtains faded from the sun.

Examples of things that are not considered Fair Wear & Tear:

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

Commonly missed items:

- Ensuring all reticulation sprinklers are working properly and cut around to ensure popping up
- Cleaning:
 - Window tracks
 - Door handles and surrounding (most frequently touched areas)
 - Dust from tops of door frames and along the inset panels
 - Light switches and surrounding (most frequently touched areas)
 - Grout cleaning
 - Polish chrome taps and surrounds to remove build up at base
 - Cleaning light fittings including bug debris from shade
 - Remove pet hair from tracks, carpet edges, window treatments
 - Remove cobwebs, watermark/dirt from outdoor paving and under awning/patios

If you have further questions, please call Benchmark on 9301 1111 or email us at: admin@benchmarkpm.com.au.