



**Weeks & Macklin**  
REAL ESTATE

**Vacate pack.**



# We want you to **get your full bond back** - and here is how!

The Property Management Team at Weeks & Macklin 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 to understand and complete the activities and obligations for the end of a tenancy.

- > Remember to cancel automated direct debit payments if set up to pay your rent as we cannot action for you.
- > Our Agency required a forwarding address and telephone number for each tenant on the General Tenancy Agreement.



# 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.
- > Complete the Exit Condition Report
- > Ensure the carpets are cleaned correctly before you return the keys to avoid extra expenses after exit inspection.
- > Ensure a thorough clean of the property has been completed before you return the keys and you will avoid extra expenses after the exit inspection.
- > If pets have been at the property, ensure all damage has been repaired and all faeces removed from the yard.
- > Don't leave anything behind - especially rubbish and furniture;
- > 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;
- > A forwarding address needs to be supplied before you move out; and
- > The Bond Refund Form needs to be completed.



“Don't leave anything behind - especially rubbish and furniture.”

## Links:

### SA GOV TENANCIES - END OF TENANCY

<https://www.sa.gov.au/topics/housing/renting-and-letting/renting-privately/ending-a-tenancy/moving-out>

## 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 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 are to be returned to our Agency at the office on or before 5pm on your vacate date. If your vacate date falls on a Saturday or Sunday, you have until 10am the following Monday to return the keys.
- > Rent is payable inclusive of this date and until all keys are returned; whichever event occurs last.

“It is worthwhile using reputable companies for cleaning to ensure extra expense are not incurred to you.”

## Suggested services.

### **CLEANING:**

BZB Clean Team - 0400 262 775 or [bzbcleaning@gmail.com](mailto:bzbcleaning@gmail.com)

Cann Cleaning Company - 0417 797 745 or [uncanny@bigpond.com.au](mailto:uncanny@bigpond.com.au)

Isaac Cleaning - 0430 412 220 or [therease\\_isaac@bigpond.com.au](mailto:therease_isaac@bigpond.com.au)

### **CARPETS/FLEA CONTROL:**

Protect Carpet Cleaning & Pest Control - 0411 424 818

Cann Cleaning Company - 0417 797 745 or [uncanny@bigpond.com.au](mailto:uncanny@bigpond.com.au)

### **PEST CONTROL:**

Dunrite Pest Control - 1300 737 378 or [info@dunrite.com.au](mailto:info@dunrite.com.au)

These companies are regularly used by our property managers; please note: we receive no commission from this recommendation.

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.







## 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 a 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. So in this way, you can be assured that we want to work with you.

### **THE CONDITION OF THE PROPERTY.**

Tenants have an obligation to return the property to the standard of the entry condition report, save only for items of fair 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 most fair record as it contains a consensus in comments between Landlord and Tenant. There is little by way of wiggle room in this - so please don't be offended that we cannot rely on your memory or honesty, we can not 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 Report 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.

### **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.**

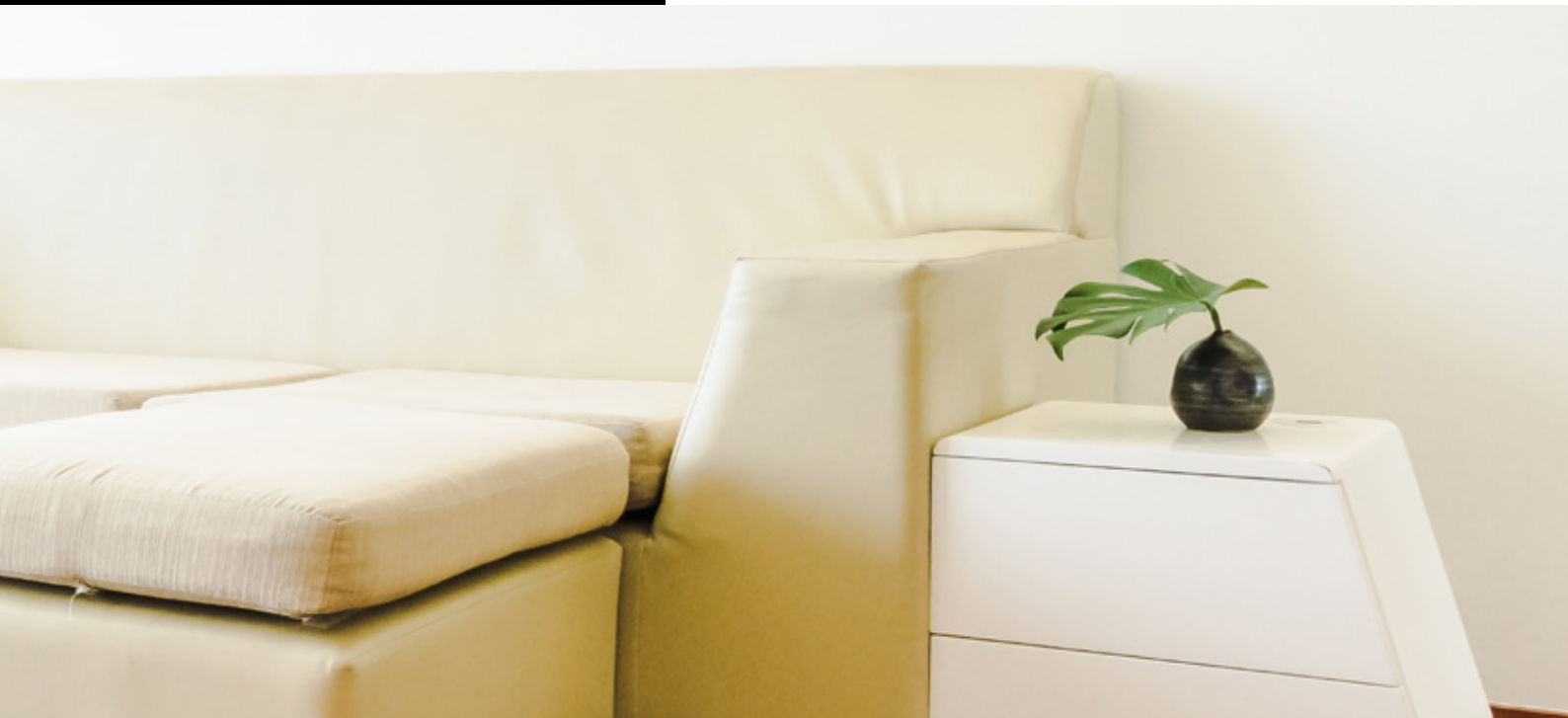
This means that carpet worn from normal walking is fair - whereas carpet torn from high heel shoes is not fair. Curtains fading from sunlight is fair - curtains discoloured from neglect in cleaning is not fair.

### **SECONDLY - WHAT DOES CLEAN MEAN?**

Many people confuse clean 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 stain 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 in 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 the 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.

## **CLEANING**

Additionally, the property needs to be cleaned to a high standard and we have attached a checklist to assist you with our expectations of a clean property.

## **PET CLEANING**

If pets have been approved at the property and have been in the garden, it is also important that this is performed to the correct standard and any damage has been rectified.

If you would like further independent information about your rights and obligations at the end of a tenancy, you can go to

<https://www.sa.gov.au/topics/housing/renting-and-letting/tenancy-bonds/bond-refunds>

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.

# Links:

## **RBO - CHECK BOND STATUS**

<https://secure.cbs.sa.gov.au/OLR/IVR/public/CheckBondStatus.php>

## **RBO - TENANT INSTRUCTION MANUAL**

[https://www.sa.gov.au/\\_data/assets/pdf\\_file/0010/117694/Tenant-Manual.pdf](https://www.sa.gov.au/_data/assets/pdf_file/0010/117694/Tenant-Manual.pdf)



# Cleaning **checklist.**

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 have bond deduction for professional cleaning.

We highly recommend employing the services of a professional cleaner to ensure a full bond refund.

## Links:

### **CLEANING CHECKLIST**

[to be supplied](#)





# Bond.

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

The bond will not be finalised by Weeks & Macklin 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.



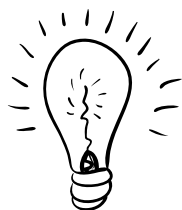
## Links:

### RBO - GETTING YOUR RENTAL BOND BACK

<https://www.sa.gov.au/topics/housing/renting-and-letting/tenancy-bonds/bond-refunds>



“The bond will not be finalised until the Vacate inspection has been completed.”



## 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 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.



## 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 the RTA's website dedicated to the End of a Tenancy by clicking on the link below.

<https://www.sa.gov.au/topics/housing/renting-and-letting/renting-privately/moving-out>

We thank you for renting through Weeks & Macklin Real Estate and trust you will contact us if we may be of assistance in the future for your real estate needs.





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Connect with us



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