TENANT NEWS

a quarterly newsletter for our valued tenants

- THINKING AHEAD -
Getting Your Bond Back

There is a common misconception among tenants that property managers are constantly scheming—trying to figure out how they can keep your bond from you at the end of your tenancy.

This could not be further from the truth.

The reality is that when a tenancy ends, life is much easier for property managers when a property has been properly cleaned and they can give the bond back to the tenants in full. This ensures a much smoother vacate process and involves far less paperwork than the alternative.

What can I do to make sure I have the best chance of receiving my full bond back?

Many tenants panic when they near the end of a lease, and are often in a frantic rush to tidy their home and organise bond cleaning at the very last minute. There are many simple things that tenants can do to ensure that there is less work for them at the end of a lease.

Firstly, while everyone has a different idea of what constitutes cleanliness, generally having a neat and tidy home reduces the risk of damage to the property due to a build-up of dirt, mould or excess waste.

By keeping a clean home, you are helping to ensure that when it comes time to organise a bond clean, there'll be a lot less work to do.

Another thing that many tenants overlook is how to handle any damage that might occur to the property during the tenancy. It is always advisable in these situations to repair any damage as it occurs, rather than waiting until the end of the lease, where you have limited time and to fix the damage.

By doing this, you're ensuring the problem gets taken care of sooner rather than later, which ensures that it won't be grounds to lose part of your bond when it comes time to vacate.
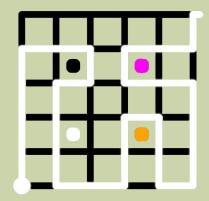
For more information on getting your full bond back when vacating your property, visit the '**Vacating Your Property**' page on our website, which you can find under the '**Tenants**' tab. There you will find our 'Get Your Bond Back' booklet, as well as a short video with a few tips on how to ensure that both you and your property manager are headache-free when you reach the end of your lease.
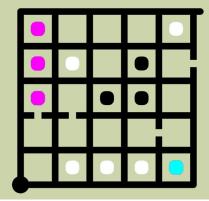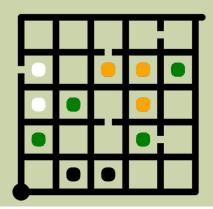
solutions
PROPERTY MANAGEMENT

BRAIN TEASERS!

The grids below are called **Windmill Puzzles**. The aim is to start at the circle in the bottom left, and draw a single, unbroken line which separates each of the coloured dots into their own sectors—and then finishes at the top right of the grid. Lines cannot cross or touch each other, nor can they cross over a broken section. The first grid below is an example of a correctly solved puzzle. **See if you can solve the other two!**

REIQ AWARDS FOR EXCELLENCE 2018

Every year, the Real Estate Industry of Queensland (REIQ) host their awards for excellence, recognising agents and agencies that have gone above and beyond in their service to owners and tenants.

This year, Solutions entered the 'Property Manager of the Year', and 'Medium Residential Agency of the Year' categories.

We're stoked to announce that we have been selected as **FINALISTS** for both categories! Winners are to be announced in March.

THE 2018 REIQ
Awards for Excellence

WE'RE FINALISTS!

WE'VE GONE PAPERLESS!

As part of our commitment to improve our service to **you**—many of our forms are now available to complete online!

If you need to submit a tenant request, apply to keep a pet at your property or would like to inform your property manager about a new approved occupant, simply visit our website for digital forms that allow you to outline your request quickly and efficiently—the forms are then automatically sent to our office, so you'll never have to print anything out!

All of these forms can be found on our website, under the 'Tenants' heading.

CALENDAR DATES

OFFICE HOLIDAYS

Mon 1st January
New Year's Day

Fri 26th January
Australia Day

Fri 30th March
Good Friday

Sat 31st March
Easter Saturday

Sun 1st April
Easter Sunday

Mon 2nd April
Easter Monday

Wed 25th April
ANZAC Day

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