Vacating Your Property

KEEP CALM and GET ORGANISED!

Moving out of your property can be a very stressful time. According to the law, you are required to leave a rental property in the same state you moved in - minus 'fair wear and tear'.

Therefore, there will be lots of cleaning, and perhaps some minor repairs to be done before handing the property back to us. We can recommend good contractors who charge very reasonable rates to take the stress out of all these tasks.

Once you hand in your keys with your Exit Condition Report, your Property Manager will inspect the property. If everything looks good, your rent is paid up to date and there are no outstanding invoices, we arrange for your bond to be refunded in full.

We Want You to GET YOUR BOND BACK!

It is important to understand that once you hand the property back to us – ie once you return your keys – you will not be able to return to rectify any cleaning or repairs as this may compromise the landlord's insurance. If you need more time before handing in your keys, contact your property manager immediately. If there is time before new tenants are due to move in, we may be able to extend your lease which means that further rent will be payable.

If the property is not up to standard after keys are returned, your property manager will contact you and discuss arranging for our contractors to attend and take the cost out of the rental bond.

The important thing to remember is that your Property Manager is obligated to ensure the property is clean and ready for new tenants to move in, with as little vacancy time as possible. It is therefore vital to work with your Property Manager so that you can receive your bond refund quickly.

In the lead up to the vacating of your property, your Property Manager will send you our 'Get Your Bond Back' booklet, which contains a wealth of useful information that you can use to ensure you receive your bond back in full.

For more information, or for a downloadable copy of our Bond Back Booklet, visit our website.