

HELP US TO HELP YOU...

GET YOUR BOND BACK!



A Guide for Tenants
Who are Vacating Their Property

A NOTE FROM YOUR PROPERTY MANAGER...



Contrary to popular belief, Property Managers LOVE seeing tenants get their full bond back!!

Our job is to ensure the property is ready for new tenants to move in; so if it is not up to scratch, we may have to send in cleaners and deduct the cost from your bond.

We have a legal obligation to our landlords to ensure the property is in the same condition as when you moved in, regardless of how long you have lived there. The most important thing is to get everything fixed, cleaned, pruned and mowed before you hand the keys back.

This booklet is designed with a time frame so you don't have too much cleaning to do on the last day. This guide will cover all essential cleaning tasks to complete a bond clean. Individual circumstances may require a different approach and additional areas to be cleaned.

The back page is a useful checklist to help you ensure everything is done for the move. If you need any further advice, please contact us.

Happy Cleaning!

CLEANING EQUIPMENT & CHEMICALS YOU MAY NEED



INSIDE

Equipment: Dustpan & broom, cloth wipes, narrow vacuum nozzle (to fit window tracks), scouring sponges, paper towel, clean towels, medium size window squeegee, a screwdriver to fit into window tracks, disposable gloves, toothbrush, mop and mop bucket, step ladder (or ladder), vacuum cleaner, general bucket, broom and cob web remover.

Chemicals: Crème cleanser, disinfectant, sugar soap, mild detergent



OUTSIDE

Equipment: Secateurs/pruning scissors, tree saw, outdoor broom, cobweb remover, firm hand scrubbing brush, lawn mower & edge trimmer.

Chemicals: Weed killer, driveway degreaser, and outdoor insect spray.

****Please Note**** The equipment and chemicals are given as a *guide only*. Your current products may be sufficient for all cleaning tasks.

ONE MONTH UNTIL END OF LEASE

- ◆ **Cancel utilities** – Organise a final reading of your electricity, gas, and telephone accounts for the end of your tenancy.
- ◆ **Carpet Cleaning** – Arrange a professional carpet cleaner to arrive the day before the keys are due to be returned. You must submit an official carpet cleaning receipt to us. We do not recommend that you hire the equipment and do this yourself as this never produces the same results and you will have to pay for a professional job anyway.
- ◆ **Lawns** – Should be mowed within the last week of your tenancy. If you are not doing this yourself, book a gardener to mow the lawns. They can also weed and prune if required.
- ◆ **Pest Control** – If any vermin are present, it is your responsibility to have them eradicated. You may need a professional pest control operator to spray the property.

****Handy Hint****

- ◆ Organise any trades people with enough notice to repair any property damage or maintenance necessary.
- ◆ Please **DO NOT** attempt to patch repair or paint walls, as failure due to an unprofessional finish could end up costing you more.

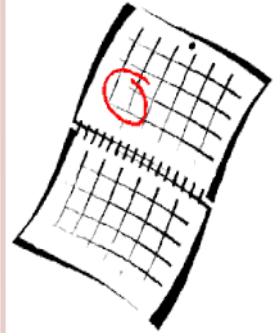


7 DAYS UNTIL END OF LEASE



Inside the House

- ◆ Remove and wash all light fittings, dry and replace. Check all light globes at the same time and change any blown globes.
- ◆ Wipe clean all ceiling fans, air conditioners (including internal filters) & smoke alarms. Remove exhaust fans in kitchen, toilet and bathroom, wash and replace.
- ◆ Check and clean all curtains and blinds of dust, dirt and marks. Venetian blinds often need to be wiped clean slat by slat. Some curtains can be washed on a gentle cycle. If not, vacuuming may help remove dirt and dust then wiped clean
- ◆ Check for fly and insect spots on all ceilings. Sugar soap or mild detergent in a bucket of warm water with a sponge works well. Test a small spot to ensure it does not damage the paint.



Remember:

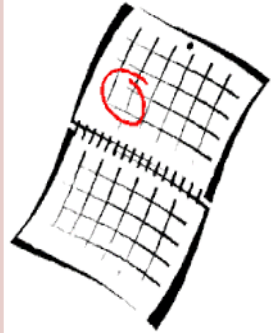
*"If it can be improved using a cleaning product,
Then it is not clean"*

7 DAYS UNTIL END OF LEASE



Outside the House

- ◆ Scrub driveway with a stiff broom and detergent to remove any oil or tyre marks. An oil degreaser and high pressure water cleaner may be needed to remove stubborn stains.
- ◆ Scrub outdoor living areas to remove stains and grime. This includes the concrete/tiled areas and ceiling.
- ◆ Mow lawns, prune trees and bushes, remove all weeds and spray with weed killer if necessary. Check with your Property Manager if you need to replace any dead plants.
- ◆ Remove all rubbish from the yard, pay special attention to cigarette butts, bottle tops etc around gardens.
- ◆ Clean and sweep out garage, remove cobwebs, degrease floor and spray with insect spray if needed.



****Handy Hint****

- ◆ Make sure your bin is empty when the keys are returned. If this is not possible let us know if you are able to bring it in & clean it on the next collection day.

3 DAYS REMAINING



The property should now be emptied of all personal belongings and your mail redirected to a forwarding address.

Window Cleaning

- ◆ Brush down all cobwebs outside the house with either a cobweb remover or broom before you start cleaning the windows
- ◆ Clean window tracks of dirt and build up by carefully running a screwdriver along the tracks to loosen the dirt. Vacuum with a narrow nozzle then wipe clean with a damp cloth on the screwdriver blade.
- ◆ Remove flyscreens by gently placing a screwdriver under the screen, lifting up and sliding to the left or right and pulling out. Do not force screens as they can bend easily. Hose flyscreens if necessary.



****Handy Hint****

- ◆ If flyscreens are too tight, you have security screens or 2nd story windows the sliding window generally comes out from the inside. You may need to loosen screws at the top of window (remember to re-tighten screw to original position).

SIMPLE METHOD TO SQUEEGEE A WINDOW:



- ◆ Soap up window with a scourer sponge to remove all dirt and build up.
- ◆ With the window soapy & wet all over, wipe the top edge with a dry towel, this will reduce streaking.
- ◆ Slide the squeegee down the window with a firm steady pressure starting from either side.
- ◆ Dry squeegee blade after each stroke, continue until finished. Make sure each stroke slightly overlaps the last one to avoid lines.
- ◆ Dry edges and remove any remaining marks with a clean towel.
- ◆ Wipe frame and window ledge.

****Handy Hints****

- ◆ Internal windows can be cleaned the same way, just use less water on the sponge and place a towel under the window to prevent water damage.
- ◆ This technique can also be used on large mirrors and shower screens.

2 DAYS LEFT - LAST DAY OF CLEANING



All Rooms

- ◆ Remove all cobwebs and marks on walls. The walls need to be washed with sugar soap or mild detergent in a bucket of water and a sponge. Check for any insect marks. Pay special attention to switches and door handles.
- ◆ Remove all personal hooks, posters, sticky tape etc.
- ◆ Wipe all skirting boards, doors and frames with a damp cloth.
- ◆ Vacuum all wardrobes and cupboards, wash doors & shelves with soapy water and dry.

Laundry as above, and pay special attention to:

- ◆ The laundry sink often has build up of rust, calcium and soap scum. This can be removed with a crème cleanser and scourer. Make sure drain is free of waste. Laundry cupboards often require the same process.
- ◆ Wipe all tap fittings and wall tiles (including top of tiles, as they can be dusty). Scrub marks off floor with crème cleanser, especially where appliances have been.

Kitchen



- ◆ Remove all components of oven, range hood and stove, including the knobs if they come off. Soak in hot soapy water for as long as necessary (overnight if possible). Scrub with a firm scourer until clean.
- ◆ Clean oven as per oven cleaner directions, pay special attention to the glass. Replace oven components.
- ◆ Wipe and polish range hood including the underneath section, replace filters.
- ◆ Dishwasher including filters and racks must be free of all food scraps.

****Handy Hints****

- ◆ Dishwasher — Using eucalyptus oil on a wash cycle will help eliminate odours
- ◆ Vacuum out all cupboards, then wash with soapy water inside and out, especially around door handles, dry clean with a towel.
- ◆ Scrub out sink, drain must be free of waste, polish clean with paper towel
- ◆ Spray and wipe all bench tops and wall tiles, polish to a nice shine.
- ◆ Scrub any food marks off flooring, ready for a final mop.



Bathroom

- ♦ Vacuum entire bathroom to remove any hair and foreign objects before you start cleaning.
- ♦ Wet & scrub entire shower with a crème cleanser and a scourer sponge especially in the corners, door frame and top of shower until no soap scum, mould or rust stains are visible. Rinse with water. Squeegee shower glass, then dry and polish with paper towel. Make sure drain is hair free.
- ♦ Clean exterior of shower with glass cleaner and paper towel.

****Handy Hint****

- ♦ If mould is present you may need a mould remover. A toothbrush is useful to get into the grout and tight areas.
- ♦ Scrub bath with a scourer sponge and crème cleanser and rinse thoroughly.
- ♦ Wipe out vanity and sink, scrub with soap if necessary to remove build up and any rust marks, ensure drain is hair free
- ♦ Polish mirror and wall tiles with a glass cleaner and paper towel until streak free.



Toilets

- ◆ Clean and disinfect all parts of the toilet, including fittings and cistern. The toilet seat needs to be removed and all areas cleaned thoroughly before replacing. Don't forget behind the toilet and pipes. Using a spray disinfectant, paper towel and disposable gloves is a safe and hygienic way to clean a toilet
- ◆ Scrub inside the bowl with toilet bowl cleaner and a toilet brush
- ◆ Clean all wall tiles with spray disinfectant and a cloth.
Wash any dirty walls

Floors

- ◆ Vacuum entire house ready for the carpet cleaner, sweep hard floors and make sure no hair or debris are left on flooring. Sweep verandas and patios.



1 DAY UNTIL KEYS ARE RETURNED

- ◆ On this day the carpets should be professionally cleaned.
- ◆ Do a final walk through with the checklist on the back page to ensure the property is in the correct handover state.

VACATE DATE - KEYS RETURNED

Your Property Manager will endeavour to perform the exit inspection as soon as possible after you return the keys.



Once we are satisfied that the property has been left in an acceptable state, we will arrange for your Bond to be refunded to you.

PLEASE NOTE —once you return the keys, you will not be allowed access to the property. If you have engaged a cleaner, it is in your best interests to check their work before handing in the keys.

DON'T PANIC!! - HELP IS NOT FAR...

We can recommend professional tradespeople to assist you with some or all of the above tasks.

They will do the **BEST JOB** for the **BEST PRICE**.

They know what standards we expect and will return for free if the job is not done to our satisfaction.

Ask your Property Manager for our current list of tradies or go to our website:

<https://www.solutionsproperty.com.au/home/tenants/links-resources-tenants/>

IMPORTANT - PLEASE NOTE:

- ⇒ You will probably receive mail from other cleaning contractors once your property is listed on the internet. These have **NOT** been approved by us.
- ⇒ Don't fall for cheap & nasty 'discounted' deals that others may offer you – it will cost you more money if the job is not done right in the first place.
- ⇒ If you organise another "Bond Clean" company, we will **NOT** liaise with them if the job is not done to our satisfaction. **YOU** will be responsible for calling them back in. Be aware of their 'call back' timeframe.
- ⇒ If any plaster or paint work is required, we recommend that you only use qualified tradespeople. An amateur fix-it job will need to be re-done, costing you more money.



MOVING OUT CHECKLIST



ONE MONTH UNTIL END OF LEASE

- Arrange forwarding of mail to new address
- Gas, electricity and telephone accounts cancelled
- Book in Carpet cleaner and house cleaner if required
- Begin selling/dumping unwanted items

7 DAYS UNTIL END OF LEASE

- House and garage free of cobwebs inside & out
- Light fittings and switches clean
- All light bulbs working
- Fans, air cons, exhaust fans, smoke alarms clean
- Blinds, and/or curtains clean and free of dust
- Ceilings clean & free of dirt marks
- Garage & Driveway clean & free of oil marks
- Patios and verandas swept and tidy
- Garden clean-up including trees/shrubs pruned
- All rubbish removed from yard

3 DAYS UNTIL END OF LEASE—MOVING DAY!

- All personal belongings moved to new address
- Window tracks, frames and glass clean inside & out
- Flyscreens free of dirt, dust and cobwebs

MOVING OUT CHECKLIST—CONT'D



2 DAYS UNTIL END OF LEASE—CLEANING DAY!

- All walls washed and ceilings free of marks & cobwebs
- All doors including front door and door frames clean
- All cupboards and wardrobes empty and clean
- Kitchen including all appliances clean
- Bathrooms clean and hair free
- Toilets clean—remove seat to clean properly
- Laundry clean, sink free of rust and foreign material
- All hard floors mopped and free of debris
- Carpets vacuumed in preparation for carpet cleaner
- Garage/Carport empty and swept clean
- Lawns mowed, weeds removed, green waste removed
- Wheelie Bins empty and hosed out

DAY BEFORE END OF LEASE

- Carpets professionally cleaned with receipt
- Final walk-through to check all is done

LAST DAY OF LEASE

- All property keys & remotes returned to Solutions