

Tenant Vacate Guide



After we have received your signed Notice of Intention to Leave form or you have received a Notice to Leave, we then begin the vacate process. Below are the steps to a successful vacate and a list of our recommended vacate contractors should you wish to use them.

If you have any questions regarding the vacate process, please don't hesitate to contact your Property Manager on 07 4054 3563 or via email.

Step 1: Complete the Exit Condition Report and return the keys to us.

Once you are happy with the cleanliness and condition of the property, please complete the Exit Condition Report provided to you by your Property Manager. This report is to be returned to us when your keys are returned to the office.

Once the keys are returned to the office, your Property Manager will then conduct a final inspection (Bond Inspection) of the property.

Step 2: Final inspection carried out by your Property Manager.

The final inspection, as per RTA Guidelines, will be carried out within 3 business days of your keys being returned. During this inspection any items which may need your attention will be listed on the Exit Condition Report, and depending on your lease agreement conditions, you will be given an opportunity to collect the keys from us and return to the property to rectify these items. Dependent on the severity and number of items listed on the report, the Property Manager may place a hold on your bond (held by the RTA) until these items are rectified.

You may choose not to re-attend and instruct us to engage the services of necessary trades to have the items rectified. Once you advise us that you do not wish to re-attend, we will issue work orders to have the items rectified.

If there are no items listed on the Exit Condition Report for you to rectify your bond will be refunded and your vacate process will end at this step.

Step 3: A re-inspection of the property is carried out by your Property Manager.

Once you are happy the items have been rectified or the instructed trades have completed you will be required to return the keys to the office (please note, engaged contractors will collect and return the keys on your behalf). It is at this point your Property Manager will re-inspect the property to ensure the listed items are rectified. If the items have been rectified to a satisfactory standard (equivalent to what was recorded on your Entry Condition Report, fair wear and tear excepted), your vacate is now complete and your bond will be refunded. Your vacate process will end at this step.

If you have instructed us to engage the necessary trades to rectify the items, we will email you copies of any/all invoices. You may choose to pay the contractors direct (via our trust account) or you can advise us you wish for these invoices to be paid out of bond monies. Once invoices are paid or you have agreed

to pay them out of bond monies, the remaining bond will be refunded to you and you will exit the vacate process at this step.

If the items are not rectified to a satisfactory standard (equivalent to what was recorded on your Entry Condition Report, fair wear and tear excepted) we will engage the necessary trades to complete the items.

Step 4: Necessary trades are engaged to complete items.

Any items not rectified to a satisfactory standard will require a contractor to attend. The contractor will complete these items and send an invoice to us for payment. We will send you a copy of any/all invoices. You may choose to pay the contractors direct (via our trust account) or you can advise us you wish for these invoices to be paid out of bond monies. Once invoices are paid or you have agreed to pay them out of bond monies, the remaining bond will be refunded to you and you will exit the vacate process.

Recommended Vacate Contractors

Recommended Contractors			
Bond Cleaners			
Bond Clean Cairns	Dan	0410 534 623	bondcleancairs@gmail.com
Carpet Cleaners			
Safeclean	David	0418 881 378	safe_clean@bigpond.com
Handyman			
Afterhours Handyman	Robin	0466 344 157	ah_handyman@hotmail.com
Painter (Incl. Touch Ups)			
Walters Painting	Joel	0421 176 776	walterspaintingservices@gmail.com
Lawn & Garden Services			
DT Gardens	Dean	0400 388 399	d.t.gardens@bigpond.com
Full Throttle Lawns & Gardens	Chris	0407 286 629	FTLG94@gmail.com
Flea & Tick Services			
Safeclean	David	0418 881 378	safe_clean@bigpond.com
Pestrid		07 4045 6755	admin@pestridservices.com.au

