



accordwest

Housing & Homelessness

Tenant Vacating Checklist

This document contains helpful hints to prepare your rental to be returned to AccordWest.



Process of Vacation

Once you have provided the office with written communication advising of your intention to vacate, or if you have received a termination notice detailing the possession date, we will start the vacation process. You can elect to have a pre-vacate inspection where you will be assisted in identifying any repairs and/or cleaning that may be required. Speak to your Case Worker or the Tenancy Officer.

Your ingoing property condition report is to be used as a guide to cross reference your property to make sure you leave your property in the same condition as it was when you moved in.

Any keys and/or remotes provided at the commencement of the tenancy are required to be handed back to the Case Worker when they change your door code. Your forwarding information, with contact numbers and postal address for the bond release will also be required. Please see attached form on this booklet, this form should be used when handing back the property to the case worker.

The final inspection will be completed within two working days after the property has been returned. You are welcome to attend if you wish, please identify this on the attached form so that you can be invited, your case worker will attend even if you do not. If there are any cleaning or repair issues, you are welcome to attend to the items however if you do not carry them out then the tenancy officer will appoint a relevant contractor to attend and the cost of invoice will be sought from the bond held.

The bond disposal form will be sent to you for signing with the relevant information for any deductions included for your referral. You will be required to sign the form and return to our office within 7 days. Once we have received back, we will send the form to the Bond Administration who will organise your bond release.

2 weeks before the end of lease

- **Carpet Cleaning** - carpets to be professionally cleaned by recognised carpet cleaning contractor to remove all marks and stains so arrange the carpet cleaner now for the day of handing back the property. Keep a copy of the carpet cleaning receipt, and a copy is to be provided to Accordwest.
- **Pest Control** - It is your responsibility to have any parasites present eliminated. You may need a professional pest control operator to spray the property.
- **Notice period** - if your date of vacating is changed, advise your Tenancy Officer in writing, which can be through your Case Worker if you like.
- **Finalise Utilities** - Arrange a last reading of your gas and electricity accounts for the end of your tenancy.
- Remove all weeds, prune trees and bushes, mow lawns and spray with weed killer if necessary. Check with the Tenancy Officer to see if you need to replace any dead plants.

Helpful Hints

- Organise any tradespeople with enough notice to repair any property damage or maintenance necessary. If you would like a list of **contractors**, please contact the Tenancy Officer.
- If any walls need painting the paint will need to match exactly. Any mismatching of paint, will often require the entire walls or even the room to be re-painted at your expense.

7 days before the end of lease

Outside House

- Remove all rubbish from the yard, pay special attention to cigarette butts, bottle tops etc around gardens.
- Clean and sweep out carport, degrease floor, remove cobwebs and spray with insect spray if needed.
- Scrub driveway with a stiff broom and detergent to eradicate oil and tyre marks. For stubborn stains, an oil degreaser and high pressure water cleaner may be needed.

Inside House

- Check and clean all curtains and blinds for dirt, dust and marks. Some curtains can be washed on a gentle cycle though view the washing instructions on the tag of the curtains, normally located at the top of the curtains. If no instructions are present, vacuuming may help remove dirt and dust, then wipe clean.
- Remove and wash all light fittings, dry and replace ensuring no dead bugs or insect marks remain. Check all light globes at the same time and change any blown globes.
- Wipe clean all wall vents, ceiling vents and smoke alarms. Remove exhaust fans, wash and replace.

3 days before the end of lease

Window Cleaning

- Start clearing all the cobwebs outside the house with a cobweb remover or a broom, before cleaning the windows.
- Clear window tracks of dirt and build up by carefully running a screwdriver along the tracks to release dirt so you can vacuum with a narrow nozzle, then wipe clean with a damp cloth over the screw driver blade.
- The sliding windows generally comes out from the inside. You may need to loosen screws at the top of window (remember to re-tighten screws to original position).

Window Cleaning Guide

- Soap up window with a scourer sponge to remove all dirt and build up.
- With the window soapy and 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

Helpful 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 before the end of lease

Toilets

- Clean and disinfect all parts of the toilet, as well as fittings, cistern, behind the toilet and pipes – make sure to clean the bowl, lids, bases, tops, especially in and around the seat fasteners where dirt tends to collect. Ensure use of a spray disinfectant, paper towel and disposable gloves as this is a safe and hygienic way to clean a toilet.
- Clean all wall tiles with spray disinfectant and a cloth. Wash any dirty walls.
- Scrub inside of the bowl with toilet bowl cleaner and a toilet brush.
- Wipe the base of the toilet and in behind the toilet by hand including any skirting tiles as a mop can't do the job.

Living areas, bedrooms and hallways

- Vacuum all wardrobes and cupboards, wash with soapy water and dry.
- Remove cobwebs and marks on walls. The walls might need to be washed with sugar soap or mild detergent in a bucket of water with a sponge. Check for any insect marks. Pay special attention to switches and door handles.
- Wipe all doors, frames and skirting boards, with a damp cloth
- Vacuum mattresses
- Vacuum bed frames and then wipe over to remove marks and/or dust
- Vacuum out the drawers of the drawer packs, wipe out and over the entire unit to remove marks and/or dust

Laundry—use steps as above and pay special attention to:

- Laundry sink often has a build-up of rust, calcium and soap scum, this can be removed with a crème cleanser and non-abrasive scourer sponge. Laundry cupboards often need the same process.
- Scrub marks off floor with crème cleanser.
- Clean washing machine including removing any soap powder residue. Eucalyptus oil can assist in any odours.
- Wipe all tap fittings and wall tiles (including the top of tiles, as they can be dusty).

Kitchen Cleaning

- Remove all parts of oven, range hood and stove, including the knobs if they come off. Saturate in hot soapy water for as long overnight if possible. Scrub with a firm scourer until clean though do not use a scourer or abrasives that could scratch any of the surfaces.
- Clean oven as per oven cleaner directions, pay special attention to the glass. Restore oven parts.
- Wash stove with soapy water, use a non-scratch scourer if necessary to remove all marks and food build up. Wipe dry with a paper towel. Restore knobs and burners.
- Vacuum all cupboards, then wash with soapy water inside and out, wipe around door handles and dry cupboards with a clean towel.
- Scrub sink and tap ware, drain must be free of waste, wipe clean with paper towel. Please pay attention to grime build up at the bases of tap ware.
- Spray and wipe all bench tops and wall tiles.
- Scrub any food marks off flooring, ready for a final mop.
- Fridge is to be left empty, defrosted and cleaned. Unplug the fridge and leave the doors slightly ajar to prevent mould. Please be sure to wipe the door panel, handle and the top of the fridge

Bathroom Cleaning

- Vacuum entire bathroom to remove any hair and other objects before you start cleaning.
- Wet and scrub entire shower with a crème cleanser and a non-abrasive 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.

Helpful Hint

- If mould is present you may need a mould remover, a toothbrush is useful to get into the grout and tight areas.
- Clean exterior of shower glass with glass cleaner and paper towel.
- Scrub bath tub with a non-abrasive scourer sponge and crème cleanser and rinse thoroughly.
- Wipe out vanity and sink, scrub with a non-abrasive scourer 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.

Floors

- Vacuum entire house ready for the carpet cleaner, sweep hard floors and mop. Make sure no hair or debris are left on flooring.

End of Lease - property returned to the Case Worker

- On this day carpets should be professionally cleaned.
- Do a final walk through with the checklist to ensure the property is in the correct handover state. There is no opportunity to return for cleaning and/or repairs therefore it is imperative that you are happy with the condition of the property when you hand the property back.
- Please remember that it is your responsibility to ensure that the property is thoroughly cleaned and handed back to Accordwest in the same condition as it was at the commencement of the tenancy. If the property is not handed back in the same condition, contractors will be employed to complete the items and the cost will be billed to the bond.

Helpful Hint

- Let us know if you are wanting to attend the final inspection with the Tenancy Officer. Please complete the Property Return Information and Final Cleaning Checklist (below) and return to your Case Worker.

Frequently Asked Questions

How long should it take for the bond to be refunded?

Once the signed bond disposal form is signed by all parties on the original lease agreement, the signed form is then emailed off to the Bond Administrator of whom will make the payment directly to you. Once you have returned the disposal form, to check on the progress you will need to call the Bond Administrator directly on 1300 853 829, and state your bond reference number.

How will the bond monies be returned?

On the bond disposal form for your signing, there will be an indication box where you can select to have the bond monies returned to your bank account or if you have a Housing Authority bond loan, to repay it directly to them.

What happens if you wish to dispute the bond deductions?

Should you not agree with the deductions being claimed from your bond, please contact your tenancy officer or support worker for a further explanation. An appointment can be made to go through the property condition report, photos and any other evidence in full and to work out a conclusion.

If you wish to continue to dispute the bond disposal, then you may apply to the Magistrates Court for a determination.

PROPERTY RETURN INFORMATION

Property Details

Property Address: _____

Tenant(s): _____

Date: _____ Time door code changed: _____ N° of Keys: _____ N° of Remotes _____

Comments: _____

Tenant Signature (1): _____ Tenant Signature (2): _____

Case Workers Signature: _____

Carpet Cleaning Receipt Attached: Yes No N/A

If No, Why? _____

We wish to attend the final inspection? Yes No Tenants Initial: _____

I/we, give our permission to Accordwest to have any of our abandoned goods that may remain at the property, to be removed at our cost and disposed of. Tenants Initial: _____

I/we, acknowledge that we are satisfied with the condition the property when returned. Tenants Initial: _____

New Contact Details

Mobile: _____

Email Address: _____

Forwarding Address: _____

Next of Kin: (Full Name & Contact Number) _____

Please Note:

- You are required to remove all personal possessions from the property before you vacate.
- The vacate inspection will usually be conducted within 2 business days of the property being vacated.
- If there is a debt incurred within the tenancy, any unpaid/unaddressed debt will be referred to a Debt Collection Agency.

Return this page along with the Final Cleaning Checklist to your Case Worker.

Final Cleaning Checklist

	Yes	No	N/A
All personal belongings to be removed from the property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Gas and electricity accounts finalised.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All rubbish removed from the property.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Driveway free of leaves, oil stains and/or debris.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Trees/shrubs pruned, weeds removed to the same condition that they were in at the commencement of the tenancy.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
House and carport free of cobwebs inside & out	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carport empty and swept clean	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Window tracks, frames and glass clean inside & out.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flyscreen's free of dirt, dust and cobwebs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blinds, verticals and curtains cleaned and free of dust.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhaust fans, wall vents and smoke alarms cleaned.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All lights working throughout property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Light fittings and switches clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All walls free of marks and insect spots.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All doors including front door, screens doors & all door frames clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All cupboards and wardrobes empty and clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kitchen including oven and range hood clean.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bathroom, shower & vanity clean and hair free.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toilet clean, sanitised and hair free.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Laundry clean, sink free of rust and foreign material.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All hard floors mopped and free of debris.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Any furniture that belongs to Accordwest is to be left in good and clean condition.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bins emptied and hosed out.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Carpets professionally cleaned with receipt.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All property keys and/or remotes returned to Accordwest.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>





Need more information?

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