

## Tenancy Vacating Guide

To ensure your bond is returned quickly & your vacate inspections goes smoothly please follow the below steps and contact Townsville Rentals at any stage if you have any further questions.

**Written Notice:** We require receipt of your vacating notice to our office at least 14 days prior to you handing the keys back by use of an RTA form 13 – Notice of Intention to Leave. Your notice to vacate will not be accepted by our office in any other form than an RTA from 13 as per legislation.

If the date provided on your notice is not your end of lease date we will contact you to discuss this.

**Break Lease:** If you are vacating prior to the end of your tenancy agreement this will fall under the break lease terms of your tenancy agreement whereby you are responsible to compensate the lessor for costs associated with re-letting the property. These costs include upfront fees of advertising \$175 and a let fee of one weeks rent + GST then rent ongoing either until your tenancy agreement expires or a new tenancy is secured.

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**Rent:** Rent is charged up to and including the day you return your keys, if your keys are returned to our office later than the date you provide to us we will continue to charge you rent until then. When your vacating inspection is conducted if the property is found to not be in a standard we would let the property to someone else you may be charged rent again until it is brought back to a lettable standard.

**Inventory & Condition Report:** After you have removed all your possessions and cleaned the property compare it against the inventory (if furnished) and entry condition report provided to you at the commencement of your tenancy to ensure all is in order. All soft furnishings in a furnished property are required to be professionally cleaned with a receipt provided to our office upon return of keys.

**Repairs, Gardening & Rubbish Removal:** Any repairs (if applicable), gardening including weeding, mowing, edging, poisoning and rubbish removal (council waste bins must be emptied) must be completed prior to returning your keys to our office.

**Cleaning:** Check to ensure the property is cleaned in accordance with your entry condition report, if the current state of cleanliness varies from your entry condition report we will request you return to rectify this, to save time ensure you thoroughly check this prior to returning keys to us.

**Pest Control:** If pets including dogs, cats or birds have been present at the property at any state throughout your tenancy you are required to engage a pest control specialist to complete an internal & external flea and tick spray then provide the receipt for this service to our office upon return of keys.

**Blinds, Curtains, Carpets, Tiles & Grout:** You are required to engage a professional to clean all window coverings and carpets at the property and supply a copy of the receipt for this service to our office upon return of keys. All tiles and tile grout should be cleaned in accordance with their condition upon entry.

**Keys:** All keys, remotes and FOBs for the property including any new keys cut, remotes or FOBS programmed to access the property throughout your tenancy must be returned to our office on the date stated in your notice of intention to leave.

**Utilities & Mail:** Please ensure you contact your electricity, gas and telecommunications provider to disconnect these services at the property for your own benefit. Mail addressed to yourself that arrives at the property will be returned to sender so please ensure this is redirected.

Although you are welcome to complete general cleaning yourself we recommend the below professionals for these services if you wish to engage someone – if you do ensure a receipt for this is also provided to our office upon return of keys and that this is completed prior to you returning keys to our office.

**Full Bond Cleaning**

RGB Facilities Management 0418 749 101 or 0408 797 470  
SP Cleaning Services 0420 594 786

For all other services required previously mentioned the below contractors can assist with this.

**Pest Control**

RGB Facilities Management 0418 749 101 or 0408 797 470  
SP Cleaning Services 0420 594 786  
P.O.Ds Pest Control 07 4779 9919

**Carpet Cleaning**

RGB Facilities Management 0418 749 101 or 0408 797 470  
SP Cleaning Services 0420 594 786

**Curtains, Blinds & Soft Furnishings**

RGB Facilities Management 0418 749 101 or 0408 797 470  
SP Cleaning Services 0420 594 786

**Vacating Inspection:** Your vacating inspection will be completed by your property manager within 3 business days of the keys being received to our office.

**Bond Return:** Please ensure when returning keys you have the bank account details of persons named on the bond with the RTA to ensure all processes smoothly, if you are uncertain exactly who is named on the bond please request this information from our office. Your bond return will be processed within 24 hours of our office being satisfied with the result of your vacate inspection.