

# MCADAM AND TURNBULL REALTY

## GUIDE TO GETTING YOUR BOND BACK



This document provides a guideline to the process and timeframes involved when you vacate a Property. It is recommended that this document be read as soon as possible as it may assist you in the return of your Bond. The timeframes and guidelines provided have been taken from the legislation governing Residential Tenancies in Queensland. **If you have any questions please contact your property manager or the Residential Tenancies Authority on 1300 366 311 or [www.rta.qld.gov.au](http://www.rta.qld.gov.au)**

### VACATE INFORMATION AND REQUIREMENTS

If you have not already done so, please return the RTA Form 13 NOTICE OF INTENTION TO LEAVE to our office.

You must give a minimum of 2 weeks written notice at the end of the lease before you vacate.

At this stage we will also begin the process of advertising the property for rent and contact you regarding appointments to show the property to new prospective tenants.

### RENT PAYMENTS

Under the Residential Tenancies and Rooming Accommodation Act 2008, rent is to be paid to the Agency up to and including the day you vacate and handover keys to the Property. Please do not stop paying rent and assume that this amount will be deducted from your Bond as the Bond is NOT to be used for rent payments. If required, the Bond may be used for costs associated with returning the Property back to the way it was at the start of the tenancy except for fair wear and tear. Please check with the agency on how much rent is owing to the vacate date so can adjust your final payments. **Recurring direct debit payments will be cancelled by the agency.**

### TIPS TO OBTAIN A FULL BOND REFUND

Refer to the Entry Condition Report provided at the beginning of the Tenancy in your Moving-In Kit. See if there are any changes to this report allowing for fair wear and tear.

Use the Cleaning Checklist provided as a guide to assist you in cleaning the Property.

If time does not permit you to attend to the work required yourself then we can recommend Professional Companies who provide the following services:

#### Cleaning:

(all these cleaners  
will clean carpets too)

**Tony - Austclean 0422447 118**

**Marg Hopkins 0414 378 285**

**Dee - Pure Eco Clean 0409 960 763**

#### Lawns & Gardens:

**Tyson - TNA Lawn Care 0429 881 644**

**Glenn's Lawn Enforcement 0411 492 366**

**Chris – Downes Lawn Care 0475 892 322**

#### Carpet Cleaning:

**Holloway & Co 0458 094 911**

**Finesto 4634 5222**

**Stainbusters 1300 138 161**

#### Flea Treatments:

**Keiran Mortimer Pest Control 4634 7690**

**Holloway & Co 0458 094 911**

**The Qld Pest Man 4635 5222**

Once the above has been actioned recheck against the Entry Condition Report and complete your Exit Condition Report.

If you choose your own professional tradesman – remember to ask them for a written guarantee they will return to the property at the request of the property manager if the job is not completed satisfactorily.

## **ON HANDOVER OR VACATE DATE**

On the vacate date, return all keys and paperwork – including your exit condition report to the Agency by 9am on the next morning. If your lease ends on a Monday, you must return keys by 9am Tuesday. At this time if you have not already, please provide a forwarding address for each tenant, check we have the best phone number for you and provide bank account details for the bond refund. The RTA will only refund to an account with the tenants name on it.

## **EXIT CONDITION REPORT**

“Section 66 of the RTA Act sets out the exit condition report RTA Form 14a.

Tenants are required by law to complete the Exit Condition Report form 14a and provide one signed copy to the lessor/agent as soon as practicable after the agreement ends.

## **VACATE INSPECTION**

The Property Manager will complete the final inspection within 3 business days after you vacate. A date and time will be scheduled. If attending the inspection, it is a good idea to take general cleaning items in case a spot clean is required in a few places missed. This saves time so you don't have to return again.

If further items require attention, the Property Manager will notify you of details and you will be given time to rectify – generally a 24 hour timeframe.

After items have been rectified, the Property Manager reinspects the Premises and completes the RTA Form 4 – Bond Refund to submit to the RTA. The RTA will directly deposit into your bank account so please ensure these details are provided.

If the item remains unsatisfactory, or you do not wish to return to the Property to attend to the issue/s we will engage a professional cleaner or contractor to attend to the issue/s and a claim will be made from the Bond for the costs associated. During this process, communication will be made with you by the Property Manager.

## **IF TENANT AND AGENT DISAGREE**

We try to resolve the issue as promptly as possible to enable the Property to be relet and to refund your Bond amount that is not in dispute if applicable. This means the amount of Bond required to complete the work will be held at the RTA until the matter is resolved one way or another.

You may contact the RTA and complete a Form 16 – Dispute Resolution form.

The Agency can engage a professional cleaner or contractor (or both) to complete the items that need to be rectified and obtain Tax Invoices forming part of the claim on the Bond amount held. Usually a mediator from the RTA acts as a third party to help resolve the disputed Bond amount or issue/s.

As a last resort, the Tribunal is in place to deal with the disputes and a decision is made by a Referee who considers evidence provided by the Agent and the Tenant related to the matter.

## **ELECTRICITY AND OTHER SERVICES**

Please remember to disconnect your electricity, gas, phone and any other services. It is recommended that you leave the electricity on until all cleaning/repairs are completed. Please arrange a redirection on your mail.