

# 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. You must arrange payment directly with them. Please do not assume your bond will pay for this without communication with your property manager.

#### Cleaning:

Tony - Austclean 0422 447 118

Don – Dust2Clean 0433 306 884

Sally – Clean for U 0417 796 393

(all these cleaners will clean carpets too)

#### Lawns & Gardens:

Tyson - TNA Lawn Care 0429 881 644

Paul – Luxe Lawns and Gardens 0417 706 730

#### Carpet Cleaning:

Don- Dust2Clean 0433 306 884

Finesto 4634 5222

Tony – Austclean 0422 477 118

#### Flea Treatments:

Kieran Mortimer Pest Control 4634 7690

Don – Dust2Clean 0433 306 884 if included with cleaning

The Qld Pest Man 1800 843 737

Tony – Austclean – if included with cleaning 0422 447 118

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.

## **EXIT CONDITION REPORT**

“Section 66 of the RTA Act sets out the exit condition report RTA Form14a.

Tenants are required by law to complete the Exit Condition Report form 14a and provide one signed copy to the less/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.

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.

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.

## **BOND REFUND**

The Residential Tenancy Authority now refunds bonds electronically. It will require an email and forwarding postal address for each tenant named on the bond to have been submitted to the RTA. After we lodge the bond refund, you will receive an email from the RTA giving you information on how to receive your bond refund/approve our claim. It is important you monitor your emails after we alert you the bond has been refunded. You only have 48 hours to respond to the RTA or they will begin the dispute process. If you have any questions, please call the RTA on 1300 366 311.

## **IF TENANT AND AGENT DISAGREE**

We would like to work with you to resolve any outstanding issues as quickly as possible. If we are unable to work together on a solution, the Residential Tenancy Authority Dispute Resolution process will be commenced. Either the tenant or property manager can start this process.

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 Queensland Administrative and Claims Tribunal is in place to deal with the disputes and a decision is made by a Magistrate who considers evidence provided by the Agent and the Tenant related to the matter.

## **FINAL WATER INVOICE**

If your tenancy agreement stated that you had to pay water, there will be a final water meter reading taken at exit and an invoice provided. Many tenants forgot to include this in their budget when moving.

## **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.