

# GETTING YOUR BOND BACK



## RENT OWING TO VACATE

We will send you a "rent owing to vacate" notice with the exact amount on it. If you need a ledger showing all rent paid during your tenancy, just give the office a call and we can email this to you.

## OUTSTANDING INVOICES

Most properties have water or other invoices which might be due before you vacate. There might also be a final water invoice when we read the water meter during the final inspection. All payments need to be received in our trust account before we can return the bond.



## CLEANING AND DAMAGE

All properties should be cleaned before the keys are returned. We may not be able to offer you an opportunity to return to undertake additional cleaning, so the rule of thumb is that the condition should be similar to when you move in. If you need a copy of your original condition report, we can email you a copy before you vacate.

## RUBBISH AND BELONGINGS

All rubbish and belongings need to be removed from the property before your vacate date. A council clean up (HOUSES ONLY) may be available, but they can take several weeks to book. If the rubbish is not removed by the final inspection, we may charge you for additional rubbish removal services.



## KEYS RETURNED TO OFFICE

The keys need to be returned to our office on the vacate date. We prefer them to be returned by 12pm if possible. If you are running late, please give us a call and let us know. If you are unable to return the keys by 5pm, we may charge you for an additional day rent.

## FINAL INSPECTION

Within 2 business days of the keys being returned, we will conduct an exit inspection. If you can, please arrange a time to attend with your property manager in case there are any minor issues or belongs that can be fixed on the spot. We will take lots of photos and compare them with the ingoing inspection.



## RELEASE SENT TO RBO

Once everything is taken care of, we will send the authority to release the bond to RBO. They will then contact you directly to advise that it has been released. If you don't receive this email, please contact us and we will chase it up. The funds should be disbursed to your account within 3-4 working days.