



Get Your Bond Back

A Guide for Vacating Tenants

McGrath
North Lakes

A NOTE FROM YOUR PROPERTY MANAGER

Contrary to popular belief, Property Managers love seeing tenants get their full bond back!

Our job is to ensure the property is ready for new tenants to move in; so if it is not up to scratch, we may have to send in cleaners and deduct the cost from your bond.

We have a legal obligation to our landlords to ensure the property is in the same condition as when you moved in, regardless of how long you have lived there. The most important thing is to get everything fixed, cleaned, pruned and mowed before you hand the keys back.

This guide is designed with a time frame so you don't have too much cleaning to do on the last day and will cover all essential cleaning tasks to complete a bond clean. Individual circumstances may require a different approach and additional areas to be cleaned.

The final page is a useful checklist to help you ensure everything is done for the move. If you need any further advice, please contact us.

CLEANING EQUIPMENT AND CHEMICALS

The following equipment and chemicals are given as a guide only. Your current products may be sufficient for all cleaning tasks.

Equipment:

- dustpan and broom
- cloth wipes
- narrow vacuum nozzle (to fit window tracks)
- scouring sponges
- paper towels
- clean towels
- medium size window squeegee
- a screwdriver to fit into window tracks
- disposable gloves
- toothbrush
- mop and mop bucket
- step ladder (or ladder)
- vacuum cleaner
- general bucket
- broom
- cob web remover

Chemicals:

- cream cleanser
- disinfectant
- sugar soap
- mild detergent

ONE MONTH UNTIL END OF LEASE

Cancel utilities

Organise a final reading of your electricity, gas, and telephone accounts for the end of your tenancy.

Please note that we will need the power to be ON while we conduct the vacate inspection, so please arrange the power disconnection for about 5 days AFTER your vacate date.

Carpet cleaning

If you arrange a professional carpet cleaning, please ensure that you arrange this for the day before the keys are due to be returned and that you provide a copy of the receipt to us. We recommend hiring a professional carpet cleaner rather than doing this yourself as this does not produce the same results.

Lawns

Should be mowed within the last week of your tenancy. If you are not doing this yourself, book a gardener to mow the lawns. They can also weed and prune if required.

Pest control

If any vermin are present, it is your responsibility to have them eradicated. You may need a professional pest control operator to spray the property.

If you have kept pets at the property at any stage, you are required to have a professional flea treatment done both internally & externally.

Handy Hint

- Organise any trades people with enough notice to repair any property damage or maintenance necessary.
- Please do not attempt to patch repair or paint walls, as failure due to an unprofessional finish could end up costing you more.

7 DAYS UNTIL END OF LEASE

Inside the house

- Remove and wash all light fittings, dry and replace. Check all light globes at the same time and change any blown globes.
- Wipe clean all ceiling fans, air conditioners (including internal filters) and smoke alarms. Remove exhaust fans in kitchen, toilet and bathroom, wash and replace.
- Check and clean all curtains and blinds of dust, dirt and marks. Venetian blinds often need to be wiped clean slat by slat. Some curtains can be washed on a gentle cycle. If not, vacuuming may help remove dirt and dust then wiped clean.
- Check for fly and insect spots on all ceilings. Sugar soap or mild detergent in a bucket of warm water with a sponge works well. Test a small spot to ensure it does not damage the paint.

Remember

"If it can be improved using a cleaning product, then it is not clean"

Outside the house

- Scrub driveway with a stiff broom and detergent to remove any oil or tyre marks. An oil degreaser and high pressure water cleaner may be needed to remove stub born stains.
- Scrub outdoor living areas to remove stains and grime. This includes the concrete/tiled areas and ceiling.
- Mow lawns, prune trees and bushes, remove all weeds and spray with weed killer if necessary. Check with your Property Manager if you need to replace any dead plants.
- Remove all rubbish from the yard, pay special attention to cigarette butts, bottle tops etc around gardens.
- Clean and sweep out garage, remove cobwebs, degrease floor and spray with insect spray if needed.

Handy Hint

Make sure your bin is empty when the keys are returned. If this is not possible let us know if you are able to bring it in & clean it on the next collection day

3 DAYS UNTIL END OF LEASE

The property should now be emptied of all personal belongings and your mail redirected to a forwarding address.

Window cleaning

- Brush down all cobwebs outside the house with either a cobweb remover or broom before you start cleaning the windows.
- Clean window tracks of dirt and build up by carefully running a screwdriver along the tracks to loosen the dirt. Vacuum with a narrow nozzle then wipe clean with a damp cloth on the screwdriver blade.
- Remove flyscreens by gently placing a screwdriver under the screen, lifting up and sliding to the left or right and pulling out. Do not force screens as they can bend easily. Hose flyscreens if necessary.

Handy Hint

If flyscreens are too tight, you have security screens or second story windows the sliding window generally comes out from the inside. You may need to loosen screws at the top of window (remember to re-tighten screw to original position) .

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Simple method to squeegee a window

- 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.

Handy Hint

- 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.
- If flyscreens are too tight, you have security screens or second story windows the sliding window generally comes out from the inside. You may need to loosen screws at the top of window (remember to re-tighten screw to original position).

2 DAYS UNTIL END OF LEASE

Last day of cleaning

All rooms

- remove all cobwebs and marks on walls. The walls need to be washed with sugar soap or mild detergent in a bucket of water and a sponge. Check for any insect marks. Pay special attention to switches and door handles.
- remove all personal hooks, posters, sticky tape etc.
- wipe all skirting boards, doors and frames with a damp cloth.
- vacuum all wardrobes and cupboards, wash doors and shelves with soapy water and dry.

Laundry

As above and pay special attention to:

- the laundry sink often has build up of rust, calcium and soap scum. This can be removed with a cream cleanser and scourer. Make sure drain is free of waste. Laundry cupboards often require the same process.
- wipe all tap fittings and wall tiles (including top of tiles, as they can be dusty). Scrub marks off floor with cream cleanser, especially where appliances have been.

Kitchen

- remove all components of oven, range hood and stove, including the knobs if they come off. Soak in hot soapy water for as long as necessary (overnight if possible). Scrub with a firm scourer until clean.
- clean oven as per oven cleaner directions, pay special attention to the glass. Replace oven components.
- wipe and polish range hood including the underneath section, replace filters.
- dishwasher including filters and racks must be free of all food scraps.

Handy Hint

- if mould is present you may need a mould remover. A toothbrush is useful to get into the grout and tight areas.
- scrub bath with a scourer sponge and creme cleanser and rinse thoroughly.
- wipe out vanity and sink, scrub with soap 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

2 DAYS UNTIL END OF LEASE

Last day of cleaning

Toilets

- clean and disinfect all parts of the toilet, including fittings and cistern. The toilet seat needs to be removed and all areas cleaned thoroughly before replacing. Don't forget behind the toilet and pipes. Using a spray disinfectant, paper towel and disposable gloves is a safe and hygienic way to clean a toilet
- scrub inside the bowl with toilet bowl cleaner and a toilet brush
- clean all wall tiles with spray disinfectant and a cloth. Wash any dirty walls

Floors

- vacuum entire house ready for the carpet cleaner, sweep hard floors and make sure no hair or debris are left on flooring. Sweep verandas and patios.

1 DAY UNTIL END OF LEASE

- on this day the carpets should be cleaned.
- do a final walk through with the checklist on the back page to ensure the property is in the correct handover state.

VACATE DATE

Keys returned

Your Property Manager will endeavour to perform the exit inspection as soon as possible after you return the keys.

Once we are satisfied that the property has been left in an acceptable state, we will arrange for your Bond to be refunded to you.

Important

Once you handover the keys you will not be allowed access to the property. If you have engaged a cleaner, it is in your best interests to check their work before handing in the keys.

Don't panic - help is not far

We can recommend professional tradespeople to assist you with some or all of the above tasks.

They will do the best job for the best price.

They know what standards we expect and will return for free if the job is not done to our satisfaction. The next page of this guide will include our preferred contractors and their respective contact details.

Handy Hint

- You will probably receive mail from other cleaning contractors once your property is listed on the internet. These have NOT been approved by us.
- Don't fall for cheap & nasty 'discounted' deals that others may offer you - it will cost you more money if the job is not done right in the first place.
- If you organise another "Bond Clean" company, we will NOT liaise with them if the job is not done to our satisfaction. YOU will be responsible for calling them back in. Be aware of their 'call back' timeframe.
- If any plaster or paint work is required, we recommend that you only use qualified tradespeople. An amateur fix-it job will need to be re-done, costing you more money.

PREFERRED CONTRACTORS

NORTHSIDE / SUNSHINE COAST

Company	Phone	Email	Services
Sundry	3889 0300	info@sundry.com.au	Carpets & Pest Control
King and Queen of Clean	0415 863 730	kingandqueen@iprimus.com.au	Cleaning
LMS Lawns & Maintenance	0428 893 112	lmspropertyservicesqld@gmail.com	Cleaning, Gardening, Rubbish Removal
Nina's Cleaning	0432 615 855	ninascleaning@outlook.com.au	Cleaning, Carpets, Pest Control, Rubbish Removal
KJZ Cleaning	0477 402 101	kjzcleaning1@gmail.com	Bond Cleaning
JB's Home Maintenance	0433 841 872	jbshomeandbuildingmaintenance@gmail.com	Repairs & Painting
Richard to the Rescue	0410 265 595	maintenance@richardtotherescue.com.au	Repairs & Gardening
Trev's Trade Work	0407 752 917	trevstradeworks@outlook.com	Repairs & Gardening

SOUTHSIDE / LOGAN / IPSWICH

Company	Phone	Email	Services
Superior Cleaning	0404 139 973	superiorcleaningandpest@gmail.com	Cleaning
RS Cleaning	0478 173 585	rsbondcleaning@gmail.com	Cleaning
AAA Lawn Care	0409 390 470	landen0525@gmail.com	Lawns
EZY As Home Maintenance	0419 237 596	ezyashomemaintenance@gmail.com	Lawns & Rubbish removal
All Pro Fix It	0416 109 434	allproqld@gmail.com	Handyman
Nu-Look Carpet Cleaning	3814 1071	admin@nu-lookcarpetcleaning.com.au	Carpet & Pest

MOVING OUT CHECKLIST

ONE MONTH UNTIL END OF LEASE

- | | |
|--------------------------|--|
| <input type="checkbox"/> | Arrange forwarding of mail to new address |
| <input type="checkbox"/> | Gas, electricity and telephone accounts cancelled |
| <input type="checkbox"/> | Book in carpet cleaner and house cleaner if required |
| <input type="checkbox"/> | Begin selling/ dumping unwanted items |

7 DAYS UNTIL END OF LEASE

- | | |
|--------------------------|--|
| <input type="checkbox"/> | House and garage free of cobwebs inside and out |
| <input type="checkbox"/> | Light fittings and switches clean |
| <input type="checkbox"/> | All light bulbs working |
| <input type="checkbox"/> | Fans, air cons, exhaust fans, smoke alarms clean |
| <input type="checkbox"/> | Blinds, and/or curtains clean and free of dust |
| <input type="checkbox"/> | Ceilings clean and free of dirt marks |
| <input type="checkbox"/> | Garage and driveway clean and free of oil marks |
| <input type="checkbox"/> | Patios and verandas swept and tidy |
| <input type="checkbox"/> | Garden clean-up including trees/shrubs pruned |
| <input type="checkbox"/> | All rubbish removed from yard |

3 DAYS UNTIL END OF LEASE

- All personal belongings moved to new address
- Window tracks, frames and glass clean inside & out
- Flyscreens free of dirt, dust and cobwebs

2 DAYS UNTIL END OF LEASE

- All walls washed and ceilings free of marks and cobwebs
- All doors including front door and door frames clean
- All cupboards and wardrobes empty and clean
- Kitchen including all appliances clean
- Bathrooms clean and hair free
- Toilets clean-remove seat to clean properly
- Laundry clean, sink free of rust and foreign material

1 DAY UNTIL END OF LEASE

- Carpets professionally cleaned with receipt
- Final walk-through to check all is done

LAST DAY OF LEASE

- All property keys and remotes returned to McGrath North Lakes