

Now that you are moving out, you need to be aware of your obligations under the *Residential Tenancies and Rooming Accommodation Act 2008* **before** you leave:

### **Notice of Exit Date**

- Please give us as much notice as possible that you are leaving.
- For your own benefit please supply us with your **forwarding address**.

### **Handover day**

- The handover day is the day that you will be leaving the property.
- We will charge you rent up to and including the handover day.
- Returning your keys to us tells us that you have finished with the property.

### **Returning the keys**

- Please return all of the property keys to our office **on or before the handover day**.
- If you have vacated the property without handing in your keys, we will take possession of the property soon after the handover date and charge you to have the locks changed. You will also be charged for rent up to and including this date.

### **Final Inspection of the property**

- Contact Coast2Bay Housing Group to arrange the final inspection as soon as possible. You should attend the final property inspection in case we have any questions about the condition of the property on the day of vacating.
- We will compare the Entry Condition Report completed when you began your tenancy to the property's condition at vacating date and decide if you are liable for any cleaning or damage. (*You are not charged for fair wear and tear to the property*).

### **Your rental account**

- We will finalise all charges for your rental account as soon as possible after the final property inspection, normally within 5 working days. (*Provided there is no cleaning or damages to be rectified*).
- Any rent paid in advance of your vacating date will be sent to your forwarding address.
- If you owe us money for any outstanding debts these will be deducted from your Bond.

Please be advised that should you need housing assistance with Coast2Bay Housing Group in the future, you will not be offered housing assistance if there is an unpaid debt.

### **Reference**

**If you require a rental reference please contact us on 1300 796 716.**

### **Moving out checklist**

- ☐ Give Coast2Bay Housing Group as much notice as possible that I am moving.
- ☐ Arrange & attend the final inspection.
- ☐ Arrange to hand back property keys.
- ☐ Ensure rent is paid up to and including the date you are leaving the property.
- ☐ Check with Coast2Bay that all outstanding accounts have been paid.

### **Bond Refunds:**

When the time comes for you to move out of your Coast2Bay property, we would like to refund your Bond to you in full.

Please find listed below all the things that you are required to do **before** you hand back your keys to our office. You may wish to refer to your Entry Condition Report that was given to you at the start of your tenancy to use as a guide.

### **Ending a tenancy checklist:**

1. Remove all your personal items from the property. The property is to look like it did when you first moved in ("fair wear & tear" excepted).
2. Stove to be cleaned: this includes elements, oven, oven racks, griller, drip trays and floor surrounds.
3. Bath, shower screens, washbasin, mirrors, tiles, and toilet to be cleaned & any soap scum removed.
4. If there are curtains in your house – they must be washed and re-hung before you vacate.
5. Glass window panes, window tracks, screen mesh, and window sills to be cleaned.
6. Scuff marks, sticky or blue-tac marks and cobwebs are to be removed from all walls, doors and ceilings.
7. The inside of the Kitchen cupboards and drawers to be cleaned.
8. Light shades and light switches throughout to be cleaned.
9. All wet floor surfaces and skirting boards to be cleaned.
10. Carpets are to be cleaned by a Professional Contractor only (Please provide a receipt as proof.)
11. Lawns are to be mowed and gardens weeded.
12. All rubbish to be removed from the premises. Garbage Bins must be hosed out or put out for bin collection before leaving the property for the last time
13. Any oil or grease on driveway, garage floor or carport floor to be removed and cleaned.
14. If you have had a Pet on the property during the tenancy – A Licenced Pest Control Agent must carry out pest control for fleas upon your exit- retain receipt.
15. Any items that have been broken or damaged while you were the tenant are to be replaced, or prior arrangements made through our office to have any damaged items rectified.

**Documents and Information needed:**

It is very important to provide us with a forwarding address in case we need to contact you for you bond refund and or to re-address your mail.

Please supply your banks account details for your Bond Refund:

Name of Account:\_\_\_\_\_

BSB:\_\_\_\_\_ ACCOUNT NUMBER:\_\_\_\_\_

**Who should I tell I am moving?**

**Priority**

☐

Electricity

☐

Gas

☐

Phone

**Other**

☐

Bank

☐

Centrelink

☐

Post Office  
(redirect mail)

☐

Department of  
Communities

☐

School Doctor  
Day Care

☐

*If the property is not left in an acceptable state when we carry out the exit inspection, and we are unable to contact you, we reserve the right to employ a cleaner and/or other maintenance contractor to carry out any necessary work. This cost will then be deducted from your Bond.*