

HOW TO GET A FULL BOND REFUND

Please take a moment to read this

Most disputes and problems arise from misunderstandings about bond deductions. To avoid unpleasantness for both parties, it is important that you understand your obligations under the Tenancy Agreement in regard to your bond inspection.

Your Bond Inspection

As per the Residential Tenancy Agreement the tenant is to remove all the goods from the residential premises and leave the premises as nearly as possible in the same condition, fair wear and tear excepted, as at the commencement of the tenancy. You are also required to return to our office all keys and other opening devices provided.

After you've vacated the property and returned the keys to our office, your bond inspection will be carried out. The condition of the property at the time of bond inspection will be compared with the condition as at the commencement of the tenancy as described in the Property Condition Report. We cannot do this inspection until you have ended your tenancy, vacated the property and returned the keys to us.

You are very welcome to attend the final bond inspection and your property manager will advise you when this will be taking place. While we would be happy to allow you to re-visit the property to rectify any fault, this is not practical. We must relet the property as soon as possible. If you leave the property unclean or damaged, reletting is hindered thus incurring costs and loss of rent for the Owner and you may be liable for any losses incurred by the lessor if the above requirements are not met.

We strongly suggest that you take a moment to refresh your memory by reading your Property Condition Report prior to vacating. The carpet must be professionally cleaned as stated in the Tenancy Agreement and a copy of the contractors invoice must be provided to this office without exception. We do have a carpet cleaner that we can recommend, please speak to your property manager to obtain their details should you wish to engage them.

In short, please ensure that the property is in the condition as stated on the Property Condition Report. Where necessary, we will arrange cleaning and / or repairs to reinstate the property to its original condition. The cost of same will be deducted from your bond.

Please remember that if the keys are not handed back to our office by your lease end date then rent will be charged up to and including the day of return of keys to this office. Failure or refusal to pay rent due with the intention that the amount of such rent is to be recovered from the security bond is an offence in accordance with Section 52 of the Residential Tenancies Act of 1987 and is subject to a maximum penalty of \$1000.00.

To assist you, we enclose a "Vacating Inspection Guide". Remember, if you are in doubt, telephone your Property Manager.

Thank you for your co-operation and assistance.