



SHIELD MANAGEMENT

# Tenancy Handbook

## Vacating & Handover Instructions

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# Your Tenancy Handbook

Shield Management

2

## Table of Contents

	<i>Page</i>
<i>Notice in Writing</i>	3
<i>Ending a Fixed Term</i>	3
<i>Ending a Non-Fixed (Periodic) Term</i>	3
<i>Breaking a Fixed Term</i>	3
<i>Getting Your Bond Back Quickly- Criteria</i>	3
<i>Outstanding Rent</i>	3
<i>Cleaning</i>	4
<i>Carpet Cleaning</i>	4
<i>The Final Inspection</i>	4
<i>Outstanding Monies/Damages</i>	4
<i>Water Usage</i>	4
<i>Outstanding Monies/Damages</i>	4
<i>Eviction</i>	4
<i>TICA - Australia's Largest National Tenant Database</i>	4
<i>Checklist: Getting the Property Ready for Vacating</i>	5
<i>Checklist: Cleaning Inside the Property</i>	5
<i>Checklist: Outside the property</i>	6
<i>Checklist: If you have a pet</i>	6
<i>Trades Guide: Get Some Help to Get the Property Ready</i>	6



# Your Tenancy Handbook

Shield Management

3

## Vacating the Property

### Notice in Writing

When you intend to vacate the property, in all instances all tenants must complete and sign a RTA Form 13 Notice of Intention to Leave and return to the office via email, fax, post or in person.

### Ending a Fixed Term

If you are leaving at the end of your current fixed term lease, at least 14 days' notice is required. It is our office policy to contact you up to two months prior to your lease expiry to confirm your intentions for lease renewal. **PLEASE NOTE:** Verbal notice will not be taken into account until we have received the correct notice which is a Form 13, Notice of Intention to Leave in writing. The notice will commence only when we have physically received your notice at our office, not from the date it was posted.

### Ending a Non-Fixed (Periodic) Term

If you are leaving on a non-fixed term (periodic) lease, you must provide at least 14 days' notice in writing. **PLEASE NOTE:** Verbal notice will not be taken into account until we have received the correct notice which is a Form 13, Notice of Intention to Leave. The notice will commence only when we have physically received your notice at our office, not from the date it was posted.

### Breaking a Fixed Term

Should you wish to leave during a fixed term lease, we require your notice in writing.

**We are unable to accept your intention verbally.**

### The following costs may be incurred:

1. **Rent and outgoings** until a new tenant is approved by the landlord, or the lease expires (whichever occurs first).
2. **Reletting fees and advertising costs** to relet the premises.
3. **Should the premises be vacant before a new tenant is secured**, it is also your responsibility to ensure the grounds are watered and maintained for this period.

### Getting Your Bond Back Quickly- Criteria

At the end of your tenancy you will no doubt want your bond refunded quickly after vacating. For your full bond to be paid quickly, you will need to ensure the following:

**Rent & Invoices:** Any outstanding rent or water invoices or the like are paid promptly.

**Property Ready:** The property is cleaned, carpets professionally cleaned and grounds maintained as per entry condition. Please follow the final vacating guide at the end of this handbook. The property must also pass the final inspection conducted by this agency.

**Outstanding Accounts:** Please ensure that any monies outstanding like water, any damages, compensation amounts and break lease fees are paid.

**Keys:** Ensure that ALL keys, remote controls, air conditioner remotes have been returned.

Once these criteria have been met we can then refund your bond. Delays in all cases will be due to one of the above or more of these criteria not being met.

### Outstanding Rent

Please note that it is against the tenancy legislation to withhold rent at the end of your tenancy with the intention for this to be deducted from the bond. Your rent must be paid in full, leaving your bond intact.



# Your Tenancy Handbook

Shield Management

4

## Vacating the Property

### Cleaning

Use the 'Getting the Property Ready for Vacating' guide at the end of this booklet. It is also important to understand that cleaning thoroughness can be misguided by tiredness after moving into another property. We do encourage you to employ a professional bond cleaner so this process is not compromised. Should the cleaning process not be completed thoroughly, this can result in extra costs associated in rectifying any cleaning issues and will also delay the return of the bond.

### Carpet Cleaning

Please ensure the carpets are professionally steam cleaned. If you choose a carpet cleaner that is not recommended please ensure that they are a qualified, certified and licensed Carpet Steam Cleaning Professionals, please be cautious of under-priced carpet cleaners, if they do not meet the quality of cleanliness required by the final vacate inspection, the agent may engage a professional to bring the property up to the standard required and you may be responsible for the costs incurred to do so.

### The Final Inspection

Only once the property has been fully vacated, cleaned and grounds made ready with cleaning/pest receipts and keys returned can we commence our final inspection.

**As the tenant you are responsible for leaving the property in the same condition and in working order as it was at the start of the tenancy.**

### Water Usage

We will collect your final water meter reading at our final inspection and calculate your final invoice for water charges. Refer to your Form 18a General Tenancy Agreement to see if this applies. This will need to be paid in full prior to processing your bond refund.

### Outstanding Monies/Damages

It is important to note that if you vacate with outstanding monies and damages, your details will be lodged on a national default tenancy database (also known as TICA). Even if your monies are eventually paid, this doesn't mean your details will be withdrawn from the database. It is important to know your details may still be lodged for 5 years after your debt has been cleared, it will remain as a paid default indicating there was originally a problem. Therefore due to the serious nature of these databases and how they can affect your future renting prospects, it is best that all monies owed be paid as soon as possible.

### Eviction

Should an eviction occur, your details may be lodged on TICA.

### Australia's Largest National Tenant Database

TICA is Australia's Largest National Tenant Database which has a collection of tenancy information lodged by real estate agents, mostly regarding tenant default action like property damage, outstanding monies and eviction. All agents use this database to lodge tenant details. When agents are processing application forms, this database is also cross-checked. We are confident that should an agent checking an application find tenant default details lodged; the application will be promptly declined. We urge all tenants to ensure they pay their rent on time, keep the property clean, maintain the grounds and ensure the tenancy is finalised satisfactorily with no monies owing to avoid lodgement. For information regarding the database see [ww.tica.com.au](http://ww.tica.com.au).



# Your Tenancy Handbook

Shield Management

5

## Vacating the Property

### Checklist

#### Getting the Property Ready for Vacating

- **Mail Redirection:** Ensure that all mail is re-directed to your new address. You can complete a form with Australia Post to assist with this.
- **Utilities:** Electricity, gas, phone, internet etc. Transfer or cancel all accounts accordingly.
- **Appliance manuals:** Please leave them at the property
- **Keys:** Ensure you have all keys as handed to you at the start of tenancy. Also hand over any extra keys you have arranged to have cut.

#### Cleaning Inside the Property

- **Walls:** Clean off dirty marks, removable scuff marks, finger or food marks etc
- **Ceilings:** Remove any cobwebs.
- **Ceiling mould:** Clean (particularly in wet areas and sometimes in bedrooms).
- **Light fittings:** Clean off dust, remove dead insects inside. All light globes must be working.
- **Ceiling fans:** Wipe fan blades and tops of fittings to remove dust build up.
- **Skirting boards:** Wipe down with a damp cloth.
- **Doorways, doors:** Wipe off finger marks and any other removable marks.
- **Windows:** Clean inside and out, with no streaks or wipe marks left behind please.
- **Sills & runners:** Wipe out dust and any dead insects. A vacuum cleaner & brush can help.
- **Flyscreens:** Brushed and dusted down or hose down with window cleaner from exterior.
- **Screen doors:** Front and back including frames, wiped clean & screen wire brushed.
- **Tiling:** Clean all tiling and grouting to the kitchen, toilet, bathroom and laundry areas.
- **Exhaust:** Vents and fan covers are to be clean of any dust and dirt.
- **Air-conditioners:** Front vents and filters cleaned of built up dirt. Modern systems (*Wall Type*) Filters easily pull out and can be brushed down with a hand brush. (*Ducted Unit*) The air intake filter and ceiling duct vents - please clean down if dusty or dirty.
- **Cupboards/drawers:** Clean/wipe inside and out.
- **Doors and door frames:** Front and back of doors need to be cleaned.
- **Curtains:** Wash any washable curtains and netting refer to care instruction tag. If other curtains are visibly dusty or dirty, consider dry cleaning.
- **Blinds:** If you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be lightly wiped down with warm soapy water.
- **Floors:** Floors to be mopped/washed - Ensure corners and hard to get areas are cleaned.
- **Carpets:** Use a quality and professional carpet cleaner!

#### Carpet Cleaners and Pest Control we use and recommend are:

***Tru Blue Carpet Cleaning and Pest Control: 1300 850 303***

***Fleabusters Carpet Cleaning and Pest Control (Chris): (07) 3202 2295 and 0408 072 250***

***Savage Pest Control: (07) 3281 2800 or 0458 812 882***

- **Clean stove top:** Control display, knobs, panels around knobs, Ceramic top stoves require ceramic cleaners such as Cerapol. Stainless steel surfaces require stainless steel cleaner.
- **Clean Oven:** Bottom, walls and oven roof. Other ovens, stoves use oven cleaner. any drip trays, grill racks, trays and oven racks and trays.
- **Kitchen range hood:** Use stainless steel cleaner (*if required*). Clean filters and framework.
- **Dishwasher:** Run cycle with dishwasher cleaner, clean out trays and drain filters. Any stainless steel surfaces will require a stainless steel cleaner.
- **Bathroom:** Clean sink, mirror, cabinet, vanity unit, drawers, shower recess, glass screen & doors, bath & wall tiles. Ensure sink and bath has a plugs as per entry condition report.
- **Toilet/s:** Clean cistern, seat, bowl inside & outside base. Don't forget the skirting tiles.
- **Laundry:** Clean both inside and outside of the tub, and underneath. Ensure a plug is present as per entry condition report.



# Your Tenancy Handbook

Shield Management

6

## Vacating the Property

### Checklist

#### Outside the property

- Lawns:** Freshly mowed and edges whipper snipped.
- Gardens:** Remove any weeds, any rubbish and built up leaves etc.
- Rubbish:** Remove any rubbish that you have placed at the property. Check behind sheds, around shrubs and trees. Remove lawn clippings piled & compost on premises.
- Sweep paths and paving areas:** Remove any weeds and use high pressure hose.
- Oil spillage removal:** Check and clean carport and garage floors, paths and driveway use high pressure hose (*if required*). If you've used a barbeque, check for grease spots.
- Cigarette butts:** If there are cigarette butts lying around - please pick up and remove.
- Garages and tool sheds:** Check and clean area. Remove ALL items from inside and behind garages and tool sheds that belong to you, including rubbish.
- Pool or spa:** Refer to your pool agreement. The cost of any reports required together with any costs associated with pool cleaning will be at the tenant expense.

#### If you have a pet

- Pet droppings:** Remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – **Do not bury them.**
- Dog urine:** Clean where your pet may habitually urinate (eg. Base of walls, verandah posts)
- Dog stains/paw prints:** Clean any marks on outside walls.
- Dog/Cat claw damage:** Check screen doors, flyscreens and curtains. Please replace the screen wire if required.
- Dog chew damage:** Ensure any wiring or cords for water pumps or Hot water systems, watering systems and timber deckings are free of dog chew damage and are repaired accordingly.
- Pet hair:** Ensure any visible pet hair on patios or inside are removed.
- Flea/Pest Treatment:** Ensure this is completed by a professional prior to final inspection.

### Trades Guide - Get Some Help to Get the Property Ready

Getting the property ready on time for inspection can be exhausting and sometimes employing some extra help is a smarter and better way to go.

**To get your bond back quickly here are some tradespeople we trust, recommend and use on a regular basis.**

#### Tradespeople we use and recommend are:

**Carpet Cleaner & Pest Control:** See Page 5.

**Professional Bond Cleaning, Window Cleaning & Driveway Sprayer/Cleaner:**

*Trevs House Cleaning Services : Trevor – 0407 852 410*

*Ipswich Ultimate Cleaning Services: 0402 199 044*

**Lawn Mowing/Gardening:**

*Bradley Charlwood: Brad - 0419 745 486*

*Dales Mowing: 0413 459 063*

**Handyman & Rubbish Removal:**

*Triger Property Maintenance: Mark – 0437 769 684*

**Glass Breakage:**

*Speedie Glass Repair: 3812 1440*

*Gregs Glass & Glazing: 3202 3110*