

Getting your bond back

We really want you to get your bond back...

That's why we have put together some handy hints and tips to get you on your way. As you come to the end of your tenancy, it's really important that you start thinking about and preparing to do the things you need to do in order to heighten your chances of a full return of your bond.

There are situations where a landlord may keep a portion or total of your bond, but hey... why not try to avoid that from happening?

Our tips...

- 1 Vacating and giving notice**

Ensure you understand your obligations as a tenant before advising your property manager of your intention to vacate. You can seek advice from our office, or you can speak to an independent source such as the Tenants Union of Victoria or Consumer Affairs Victoria. If you are breaking your lease, you will be liable for costs such as re-advertising and lease break fees. Or, perhaps if you do not provide adequate notice, you may also be liable for associated costs such as rent. So, it is best to speak to your property manager to ensure you know that you are giving the right amount of notice.
- 2 Condition Report**

At the commencement of your tenancy, you will have received a comprehensive copy of the condition report carried out by our team prior to you taking possession of the property. Referring to this will assist you in being able to identify the original condition of the property, to what it is today, and give you the opportunity to rectify any damage or cleaning required.
- 3 Damage**

The law allows for fair wear and tear within the property. But... be honest with us if you have damaged something in or at the property (we understand that accidents do happen). We can even help you to sort it out... BEFORE it becomes a problem, by advising you of your obligations or how to obtain quotes to repair the damage or perhaps some general advice. Remember, we are here to help you with a smooth moving transition, so it really is better to be honest about any damage caused.
- 4 Cleaning and Gardening**

We suggest you might want to bring in the professionals for this... (or you can do it yourself, just remember though - do you really want to clean and do gardening after you've just packed, moved and unpacked?) so we'll leave it up to you. If you would like our recommendations on cleaners or gardeners, just let us know. We even guarantee that our cleaners will re-attend if necessary, whereas, if you arrange a professional cleaner or do it yourself, if it's not done to a fair standard, we will have to ask you or your cleaner to re-attend... Please refer to our Tenant Vacate Checklist to assist you with your final clean.

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5 Vacate by the due date
On your vacate date (or prior to, if previously arranged), you must have completely removed ALL of your belongings from the property, have cleaned and tidied up the garden and yards to that of the original condition report, and handed the keys back to our office by close of business that day. If you don't, then you will incur additional rental costs. It is important that you maintain communication with our office, and advise if there are any issues with you vacating.

6 Returning your keys
You must return ALL issued keys, remotes and swipe cards to our office on or before your vacate date. These will be checked against your original condition report/key register acceptance form. If you have lost any of these items, just let us know. You will be liable for the replacement cost however, we can refer you to one of our recommended contractors to take care of it for you if you wish.

7 Final Inspection
Your property manager will carry out the final inspection of the property within 2 business days of you handing in your keys. The inspection will be carried out according to your original issued condition report and will assess cleanliness and any damage. Please note that the property is to be returned in the original condition it was provided to you at the commencement of your tenancy, minus fair wear and tear. In some instances, we may advise you that the property requires further cleaning or perhaps damage needs attending to. We really do want you to get your bond back, so please know that if we do ask you to re-attend, it is in your best interests (we're not just being mean... promise!)

8 Bond
It is important that you understand the process of returning the bond. From your final vacate date, we as the managing agents have up to 14 days to process your final bond claim. During this time, the final inspection will be carried out and where required, we will notify you of any additional cleaning or repairs that need attending to or, where the required cleaning or repairs were not adequately carried out by you, we may request that part or all of your bond be 'signed over' to the Landlord. In this situation, if you disagree we may make an application to Tribunal to have the matter heard in front of an independent arbitrator. However, if the property has been cleaned to our satisfaction and there are no damages, you will be asked to sign a bond claim form awarding all of the bond back to you. Once we have submitted the completely executed bond claim form to the Residential Tenancies Bond Authority (RTBA), it typically takes up to 10 days for them to process the refund to you.

OK... so, any questions? We really, really just want to help you through the vacating process, and hope that our handy hints and tips will assist you in getting your bond back, but if you are unsure about anything, please call our office and we will be glad to help you.

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