



Vacate Information for Tenants – Repairs and Damages

When you vacate the property and hand the keys back, we will conduct an Exit Condition Inspection of the property within 3 business days after the keys are handed back.

It is our job to check that the condition of the property when you move out is the same as the condition of the property when you moved in, minus reasonable wear and tear. We ascertain this by comparing the Exit Condition Report and photos with the Entry Condition Report and photos from when you moved in.

If there is anything that needs repairing or cleaning, we will provide a list to you. Your bond will be held until such time as these items have been satisfactorily repaired or cleaned.

We do this for a couple of reasons:

- a) To maintain the condition of the property for the Landlord, to ensure it continues to be able to be rented for many years to come, so that they can keep affording to pay for the mortgage and other property related expenses.
- b) Out of courtesy to the next people who will be living in the property, eg. the new tenants.

Here is an example for you: If you stay in a hotel, they will take your credit card number upon check in. When you check out, their cleaner will check the hotel and make sure nothing is damaged or missing. If there is damage, say to the furniture, walls, carpet or kitchen, they will charge your credit card. This is so that they can get the damage fixed, so that they can make the hotel room look nice again for the next people who stay there, and so that they can continue to make money out of the hotel room and keep the hotel open. It is the same with rental properties, only we use bond instead of a credit card.

It is quite common for us to ask vacating tenants to attend to additional cleaning or repairs after vacating. Please don't take offence if we ask you to do this, it is not a personal attack on you, it is just part of us doing our job. We are all property managers with years of experience, and we don't judge people on the state of the property when they vacate, by now we really have seen it all!

You can speed up the process of getting your bond refunded by ensuring the property is handed back in good condition. If there are no additional damages or cleaning required, all the keys and remotes have been returned, and there are no rent or invoice arrears, we will refund your full bond straight away.

We have attached a helpful list to give you an idea of what is considered 'normal wear and tear', and what is considered 'tenant damage'. This list is not exhaustive, if it is not on the list it doesn't mean it is considered wear and tear. This is just a list of the more common items that we see.

	Normal Wear and Tear	Tenant Damage
Walls, Doors, Ceilings	Minor or faint scuff marks on walls, a couple of very small and shallow dints in walls (less than 1-2 mm)	Dirty walls, larger or darker scuff marks or extensive scuff marks, holes in walls, a large amount of very small dints in walls, holes in walls left behind from hook removal
	Paint peeling on walls, doors, ceilings, windowsills or trim that is due to age-related deterioration, (often seen in 'DIY' paint jobs from Landlords who did not clean the walls properly before painting, or where a cheap brand of paint has been used)	Paint peeling on walls, doors, ceilings, windowsills or trim due to sticky tape, sticky removable hooks, blue tack etc. being removed from the walls and causing the paint to come off
	Holes in walls that have been patched, sanded and repainted to a professional standard	Holes in walls that have not been patched, sanded or repainted to a professional standard
	Hooks in walls that were pre-existing or where the agency has agreed in writing that you can leave them when you vacate	Hooks in walls that were not pre-existing or where the agency has not agreed in writing that you can leave them when you vacate; posters or stickers on walls that were not pre-existing
Doors & Flyscreens	A few slightly loose doorknobs due to age or normal use	Many loose doorknobs, damaged or missing doorknobs
	Age related deterioration of door locks	Damaged door handles or locks
	A small amount of very tiny holes in flyscreens due to normal deterioration of the flyscreen mesh where the flyscreen mesh is reasonably old	Larger holes in flyscreens, lots of tiny holes in flyscreens, torn flyscreens, any holes in newer flyscreen mesh, dirty flyscreens
	Sliding doors that are hard to open due to normal deterioration of the door rollers	Sliding doors that are hard to open due to dirt in the door tracks

	Normal Wear and Tear	Tenant Damage
Flooring	Worn carpets in highly trafficked areas, discolouration of carpets due to the sun, some minor thread pulls at the join where the carpet joins the tiles for example	A large amount of thread pulls where the carpet joins the tiles, all other thread pulls, stains, dirty or damaged carpets, smells in carpets, burn marks, pet hair on carpets
	Normal furniture indentations in carpets	Very large or deep furniture indentations in carpets
	Chipped tiles, dirty grout that was pre existing	Chipped tiles, dirty grout that was not pre-existing
	Scratches or damage to flooring that was pre-existing	Scratches or damage to flooring that was not pre-existing
Blinds and Curtains	Age-related deterioration of vertical blinds eg. when the chain at the bottom starts to disintegrate	Kinked venetian blinds, dirty blinds or curtains, damaged or missing blinds or curtains
Lights	Bugs in light fittings that can not be reached or removed safely by the tenants	Bugs in light fittings that can be reached and removed safely by the tenants; damaged, detached or missing light fittings
	Blown light bulbs that can not be safely replaced by the tenants	Blown light bulbs that can be safely replaced by the tenants
	1 or 2 light switches that are 'sticking' for no apparent reason, making them harder to turn on and off	Damaged or broken light switches, dirty light switches, light switches that are 'sticking' due to them being dirty, many light switches that are sticking for no apparent reason indicating that the tenants have been too rough with them
Lawns & Gardens	Any overgrown parts of the lawns and gardens that were pre-existing, overgrown gardens where there is a clause in the lease saying that the Landlord is to pay for garden upkeep	Overgrown lawns and gardens, weeds in gardens, missing parts of the lawn that may require re-turfing, holes in the yard eg. due to digging dogs, rubbish in the yard

	Normal Wear and Tear	Tenant Damage
Kitchen	A few edging strips peeling on laminate kitchen cupboards	Burn marks, discolouration, or damage to kitchen benchtops or cupboards, many edging strips peeling off
	A few slightly loose cupboard hinges due to age or normal use	Many loose cupboard hinges, damaged or missing cupboard hinges
	Scratches to stovetop that were pre-existing	Scratches to stovetop that were not pre-existing
Cleaning		All smells / odours / pet hair
	Anything that needs cleaning that was listed as not clean on the Entry Condition Report	All other cleaning items (refer to the Hints for Vacating Tenants list)
	High exterior or interior windows that are dirty that cannot be easily reached by the tenants, some types of interior windows that may be dirty in parts because they can't be opened fully to be cleaned	Dirty interior or exterior windows that can safely be reached to be cleaned by the tenants
Bathroom & Laundry	Mould on bathroom walls or ceiling due to a known maintenance issue that was reported to the agency eg. a water leak in the roof or a broken bathroom exhaust fan	Mould on bathroom walls or ceiling for any other reason, eg due to the tenants not switching on the exhaust fan when using the shower, or not airing out the bathroom after a shower
	Scratches or chips to the bathtub that were pre-existing	Scratches or chips to the bathtub that were not pre-existing
	Scratches or chips to the laundry tub that were pre-existing	Scratches or chips to the laundry tub that were not pre-existing
	Stains or damage to the vanity basin that was pre-existing	Stains or damage to the vanity basin that was not pre-existing
	Rust on the drain cover in the shower or bathroom floor waste (this happens with	Dirty drain cover in the shower or bathroom floor waste, eg soap scum, hair, missing or

	Normal Wear and Tear	Tenant Damage
	normal use)	broken drain cover or floor waste (sometimes broken drain covers are normal wear and tear, it depends on the nature of the breakage)
	Chipped tiles, dirty grout that was pre existing	Chipped tiles, dirty grout that was not pre-existing
Water Damage	Water damage to floors, cupboards, doors, etc that was due to a burst pipe or broken appliance that the agency was made aware of at the time of the water leak; pre-existing water damage	All other water damage to any parts of the property