

HOW TO GET YOUR BOND BACK!

1. Ensure rent is paid up to and including final day of tenancy. If you are unsure of this amount, please ask.
2. If the property has carpet, have it professionally steam cleaned and provide a copy of the receipt to the Agency when you return the keys.
3. Thoroughly clean the property. Use your entry condition report as a guide. If you have misplaced your copy of this report, please ask us for a copy.
4. We highly recommend using a professional cleaner after you have done a general clean to reduce the delay in the return of your full bond. Please see the list areas/items on the reverse of this page.
5. You will be given the opportunity to return and rectify any issue(s). Should you choose not to go back to the property a cleaner / handyman will be appointed and the cost deducted from your bond.
6. Return all keys, remotes, rent and receipts for carpet cleaning to the Agency by 4pm on the final day. The bond inspection will be conducted within 3 business days and you will be contacted if there are any outstanding issues.
7. Provide Agency with your forwarding address and bank account details (if you would like your Bond to be direct deposited to a bank account).
8. Any requests to arrange cleaning and have it deducted from the bond needs to be made in advance and relevant Bond forms signed.

For Cleaning and Repairs we currently recommend:

Cleaning	0431 344 352	Carol
Rapid Carpet and Pest	1300 048 802	Heidi & Rod
Apex Services SEQ	0433 522 953	Terry (Handyman)
Conin the Hedgemen	0414 807 571	Col

Please ensure the following areas / items are included

- Walls and doors & splashbacks washed down, cobwebs removed
- Marks & scuffs removed from wardrobes and walls, skirting boards and Dado rails
- Please leave any picture hooks in the walls
- Tiles & Carpets cleaned. (**Receipt required for carpets**)
- Blown bulbs replaced (including Rangehood)
- Cupboards, drawers and cutlery trays - inside and out including.
- Tops of Kitchen cupboards, and kicks.
- Oven, Grill, Rangehood & Filters, Cooktop & Dishwasher cleaned inside and out
- All glass for inside of windows and glass doors, outside where accessible.
- Flyscreens cleaned.
- Window and door tracks
- Ceiling fans, Light switches & power points cleaned
- Air conditioner filters cleaned & unit wiped down – batteries replaced if necessary
- Blinds and Curtains to be cleaned and rehung. If dry cleaning required, curtains must be back in the property prior to hand over date
- Toilet cleaned
- Soap scum to be removed from all surfaces, mildew and mould cleaned
- Bathroom exhausts cleaned – no dust
- Mirrors cleaned – streak free.
- External timber decking scrubbed
- Pest control if pets kept on property (**receipt required**)
- Wheelie bins empty and cleaned
- Lawns mowed, weeds pulled out
- Garden free of debris, lawn clippings and palm fronds
- Garage, carport, storeroom, empty and clean
- Oil stains removed from driveway/garage