

Vacating your home



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Our guidelines

This factsheet provides a guideline to the process and timeframes involved when you vacate your home.

It is recommended that this document be read as soon as possible. We hope it assists you to prevent any problems from arising and to aid with the return of your rental bond.

If you have any questions please contact your local NCCH office.

If you require independent advice about your rights and obligations under the Residential Tenancies Act, you can contact with NSW Department of Fair Trading or your local Tenants Advice Service.

Your notice to vacate

We have confirmed in writing the notice we received from you and we now hope to make the vacating process as smooth as possible.

We have also now organised a pre-vacation inspection for you. This inspection is held so we can provide any early advice to you of repair or cleaning matters that will require attention when you leave. We also visit you so we can directly explain any other matters concerning your vacation of your property and to answer all the questions you may have about the process.

We will confirm the result of the inspection in writing with you.

Your bond & rent

Firstly, please do not stop paying rent to us and assume that this amount will be deducted from your rental bond. Your bond is not to be used for rent payments. If required, the bond may be used for costs associated with returning the property back to the way it was at the start of your tenancy with us (except for fair wear and tear)

We cannot begin to finalise the refund of your rental bond until we have completed a further inspection (the “vacate inspection”), shortly after you have returned the keys.

Make sure you cancel any direct payments being made to NCCHC, from the date you are planning to leave.

Returning the keys

You will need to make satisfactory arrangements for returning the keys to the property to NCCHC. These keys must be returned directly to one of our offices.

We will also need a forwarding address for you, so we can organize for your rental bond to be refunded or to contact you about any other matters concerning your tenancy with NCCH.

The vacate inspection

We will conduct a “vacate inspection” immediately after we receive the keys. You are welcome to attend this inspection and, if this is required, please make arrangements with one of our staff.

Items requiring attention

If there are any items requiring attention, we will notify you and you will be given time to rectify them. This is generally not more than 48 hours.

After items have been rectified, we reinspect the property. At this time, we can complete the Claim for Refund of Bond form for you to submit to NSW Department of Fair Trading.

If the item remains unsatisfactory, or you do not wish to return to the property to attend to the issue/s, we will engage professional contractors to rectify all issues.

Tenant Responsible Maintenance

Under the law, NCCH has the right to seek compensation for the costs of fixing those items, where it is not considered the result of “fair wear and tear”.

This can include any property damage that has occurred during your tenancy, including where that damage may have been caused accidentally or where it was damaged by a visitor to your property.

Goods left behind

It is also important that you do not leave any goods, e.g. furniture, clothes, equipment, personal possessions, etc either inside the property or on the grounds. The law allows NCCHC to charge you an “occupation fee” (equal to your rent, for up to 14 days) until any of these goods are disposed of. We seek your co-operation avoid any of these extra charges for you.

The most common costs we claim for are the costs of cleaning. We have included a Cleaning Checklist to assist you in the vacation of the property.

Where there is a significant cost to NCCHC, it is our policy to seek an “order for compensation” from you from the NSW Civil and Administrative Tribunal (NCAT).

What if you disagree?

If you disagree with any decision being made by us about the end of your tenancy, please discuss it with one of our staff members. We will always attempt to come to a satisfactory arrangement with you.

We also have a formal appeals system, we you can lodge a written objection to any decision made. The matter is then reviewed by one of our Managers (who was not involved in the original decision).

You also have the right to seek independent legal advice, either through the Department of Fair Trading or your local tenants’ advice service.

Table of Costs	
Item	Cost
Removal of large items (per item)	\$55.50
Removal loads of rubbish (per 2.5 sq cubic metres)	\$145.00
Holes in walls - Small	\$30.00
Holes in walls - Medium	\$50.00
Holes in walls - Large	\$70.00
Replace front door	\$500.00
Replace internal doors	\$350.00
Replace fly screens	\$75.00
Cleaning fees - internal	\$250.00
Cleaning fees - external	\$150.00
Steam clean carpets (cost starting from 2 bedroom)	\$165.00
Graffiti removal (cost per sq metre)	\$45.00

These are approximate costs only and are provided as a guide for our tenants. Actual costs for these works may be greater than the estimates provided in this Table.

Cleaning Checklist

This checklist may assist you.

GENERAL

- Vacuum and clean all sliding doors and window tracks.
- Sweep and/or mop all non carpeted floors, removing any marks.
- Carpets are to be left in the same condition as marked on the original Residential Condition Report allowing for fair wear and tear. If required, carpets are to be cleaned.
- Clean light fittings – gently remove light fittings and clean.
- Clean marks off walls, ceilings and light switches.
- Clean skirting boards, windows including frames, sills and tracks, above cupboards, picture rails, architraves and both sides of all doors, all other fittings, and insect/security screens etc.
- Clean curtains and blinds, if these were supplied by NCCHC.
- Clean in wardrobes, shelves, drawers and mirrored doors. Remove scuff marks.
- Remove all cobwebs and insect marks and nests.

KITCHEN

- Clean inside and outside of all cupboards and doors.
- Clean inside, outside and around stove.
- Clean inside and outside of oven, grill, doors, trays, racks, glass.
- Clean inside, outside and behind refrigerator and dishwasher and microwave space.
- Clean sink, especially drain holes, drainers and tap ware.
- Range hood exhaust and filter- filter can be removed and cleaned.

BATHROOM

- Clean all walls, floors, mirrors and windows and window tracks.
- Clean inside and outside all cupboards and drawers.
- Clean toilet, bath, shower recess, remove built up soap residue on tiles and shower screens, clean sink and all tap ware, towel rails.
- Shower curtain washed with bleach or replace if applicable.

LAUNDRY

- Clean behind, inside and around washing machine space. Clean equipment and filters if applicable.
- Clean inside, outside and behind dryer. Remove lint.
- Clean inside, outside and around laundry tub, cabinets, shelves, drawers, tap ware..

OUTSIDE

- Sweep and mop, clean railings, glass and light fittings.
- Remove all cobwebs etc.
- Sweep out and remove any oil residue from concrete, pavers, paths, driveways.
- Empty Council bins and place bins out on footpath for next collection
- Close and lock garage door, if applicable.
- Mow lawn, trim all edges, weed gardens, general garden tidy, remove all rubbish.

