



How to get a Full Bond Refund

Most disputes and problems arise from misunderstandings about bond deductions. To avoid unpleasantness for both parties, it is important that you understand your obligations under the Residential Tenancy Agreement in regard to your bond inspection.

PLEASE TAKE A MOMENT TO READ THIS

After you have vacated the property and returned the keys to our office, your bond inspection will be carried out. You are more than welcome to be present at this inspection, please just confirm the time with your Property Manager. The condition of the property at the time of bond inspection will be compared with the condition as at the commencement of the tenancy as described in the Property Condition Report. We can not do this inspection until you have ended your tenancy, vacated the property and returned the keys to us.

We strongly suggest that you take a moment to refresh your memory by reading your Property Condition Report prior to vacating. The **carpet cleaning can be arranged** by your Property Manager and the cost of same will be deducted from your bond. However should you arrange yourself, a copy of the contractor's invoice **must be provided** to this office without exception. We recommend that if you decide to organise this yourself then you use only carpet cleaners as recommended by Access Property Management. If the results of any other carpet cleaner are not to the standard we expect then the carpets will have to be re-cleaned at your cost.

Once you have returned the keys you have finalized your tenancy and are no longer responsible for rent (adequate notice and break leases excepted) hence you have handed back the property and you have fulfilled your obligations under the Tenancy Agreement.

While we would be happy for you to re-visit the property to rectify any fault, this is not always practical. We must re-let the property as soon as possible. If you leave the property unclean or damaged, re-letting is hindered thus incurring costs and loss of rent for the owner. **So please** ensure that the property is in the condition as stated on the Property Condition Report. Where necessary, we will arrange cleaning and/or repairs to re-instate the property to its original condition. The cost of this will be deducted from your bond.

Please remember that the rent will be charged up to and including the day of return of all keys to this office. Failure or refusal to pay rent due with the intention that the amount of such rent is to be recovered from the security bond is an offence in accordance with section 52 of the Residential Tenancies Act of 1987 and is subject to a maximum penalty of \$5,000 (ref to 2.2 of your lease).

To assist you, we enclose a "Final Inspection Guide". Remember, if you are in doubt, phone your Property Manager.

Thank-you for your co-operation and assistance.