



**OUR GUIDE**  
to help you with  
vacating your property

**CLEANERS**

T & L Prime Cleaning	0408 519 405
Platinum Finish Cleaning Service	0422 644 655
Clean Outlook Cleaning Company	0472 531 949

**CARPET STEAM CLEANING**

Zap Carpet Cleaning	0439 610 203
Selleck Home Services	0418 594 589
Expert Steam Clean	0422 166 533

**PEST CONTROL**

Lakeside Pest & Weed Solutions	0411 195 553
Riviera Pest Control	0409 862 617

**WINDOW CLEANING**

Wayne Searle	0487 111 159
Bairnsdale & District Home Window Cleaning	0419 574 241

**HANDYMAN**

Border Home Maintenance and Labour Hire	0408 441 320
Duncan Dickson	0438 921 087
Riviera Home Maintenance	0411 811 361

**LAWN MOWING**

Geoff Junker	0403 540 897
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**REMOVALISTS**

Lo. Co. Removals	0492 420 770
Andersons Removals Maffra	1300 623 372

- How the property was presented at the commencement of your tenancy is how it must be returned when you vacate regardless of how long you have lived at the property.
- The most important thing is to get everything fixed, cleaned, pruned and mowed before you hand the keys back.
- With that in mind it is best to be organised and start preparing your property at least 1 month prior to your vacate date. This document has been prepared as a guide so you don't have too much cleaning to do on the last day or be asked to come back to do further cleaning or rectify any issues.
- Your bond will not be released or transferred until the property is deemed acceptable by LJ Hooker Paynesville, until your final vacating rent has been paid, and until all other outstanding issues have been resolved.
- We recommend you arrange a professional cleaner at your own expense, as this takes the onus off you and increases the chances of your bond being refunded in full. Some local cleaners we recommend can be found on the front page of this guide. If you do organise a cleaner, you need to give them this guide and checklist.

**EQUIPMENT**

- Dust pan & brush
- Broom
- Cloths
- Scouring sponges
- Paper towel
- Clean towel
- Window squeegee
- Screwdriver to fit in window tracks
- Disposable gloves
- Toothbrush
- Mop & bucket
- Step ladder or large ladder
- Vacuum cleaner
- Narrow vacuum nozzle (for window tracks)
- General bucket
- Cobweb remover

**CHEMICALS**

- Sugar soap & detergent
- All-purpose spray & wipe
- Crème cleanser
- Spray disinfectant
- Toilet cleaner
- Glass cleaner
- Oven cleaner
- Floor cleaner

*Alternative options:*

- Mentholated spirits
- Incest spray
- Bi carb soda

**EQUIPMENT**

- Secateurs / pruning scissors
- Tree saw
- Outdoor broom
- Hose
- Cobweb remover
- Firm scrubbing brush
- Lawn mower
- Edge trimmer / whipper snipper

**Optional:**

- High-pressure cleaner

**CHEMICALS**

- Weed killer
- Driveway degreaser
- Outdoor insect spray
- Window cleaner

### MAIL REDIRECTION

- Set up a mail redirection at your local post office to ensure all mail belonging to you does not end up at the property after you vacate. Also ensure you change all mailing addresses with organisations such as your bank, telephone company, superannuation fund and local schools. LJ Hooker Paynesville and the new renter at the property are not responsible for forwarding mail to you after you vacate, and will not be held accountable if any mail is lost.

### CANCEL UTILITIES

- Organise a final reading of your electricity, gas and telephone accounts (LJ Hooker Paynesville will conduct or arrange the final reading of the water meter; **DO NOT organise a final reading yourself otherwise you WILL reimburse the rental provider the cost of the final reading, being \$61.50**), ensuring these are disconnected or cancelled two days after your vacate date. Also ensure you cancel any direct debit or Centrepay rental payments, but ensure you pay your final rent in cash or direct deposit to the agent before you vacate.

### CARPET CLEANING

- Arrange a professional carpet cleaner to arrive the day before keys are due to be returned. You must submit an official carpet cleaning receipt to LJ Hooker Paynesville when keys are returned. You are NOT permitted to clean the carpets yourself. Some local cleaners can be found on the final page of this guide.

### PEST CONTROL

- If any vermin are present, it is your responsibility to have them eradicated. You may need a professional pest control operator to spray the property at your cost. Our suggested pest control operator can be found on the front page of this guide. You are also required to provide the agent with three (3) flea bombs if you've had animals at the property, even if they have been kept outside.

### HANDY HINT

- Organise tradespeople with enough notice to repair any property damage necessary.
- If any walls need painting, contact your property manager. They may be able to assist with getting the exact colour match from the owner. Any mismatch of colour, no matter how slight, will generally require the entire room to be repainted at your expense.

**INSIDE THE HOME**

- Remove and wash all light fittings, dry and replace. Check all light globes at the same time and change any blown globes.
- Wipe clean all ceiling fans, air conditioners (including internal filters) and smoke alarms.
- Remove exhaust fan covers in kitchens, toilet, bathroom and laundry, wash and replace. The same goes for IXL Tastic type units in bathrooms (units with heat lamps/light/exhaust fan).
- Check and clean all curtains and blinds of dust, dirt and marks. Venetian blinds need to be wiped clean slat by slat. Some curtains (linen) can be washed on a gentle cycle. If not vacuuming may help remove dirt and dust, then wipe clean.
- Check for fly and insect spots on all walls and ceilings. All walls should be washed with a mild detergent or sugar soap, test on a small area of wall to ensure the detergent or sugar soap does not damage or remove paint. Some areas of ceilings may need to be cleaned in the same fashion, including kitchen ceilings.
- Do not forget to dust/wipe down skirting boards also.

**OUTSIDE THE HOUSE**

- Remove oil and tyre marks from the driveway, a high-pressure water cleaner may be needed for stubborn stains.
- Mow lawns using a catcher, trim edges, trim trees & bushes and weed removed. Spray with weed killer where required. Check with your property manager if replacement of dead plants is required. A gardener is generally worth the money.
- Remove all rubbish from the yard, paying special attention to small items such as cigarette butts and bottle tops. Also get rid of larger items from garages and garden sheds, do not leave old tyres or furniture behind.
- Clean and sweep out garage, sheds and carport, remove cobwebs, degrease floor and spray with insect spray if required.

**HANDY HINT**

- Make sure your bins are empty when the keys are returned. If it is not possible, let your property manager know when you can come back to clean it.

**WINDOW CLEANING**

You may wish to contact a professional window cleaner to clean the windows for you, our suggested window cleaner can be found on the front page of this guide, otherwise please follow this guide:

- Brush down all cobwebs outside the house before you start cleaning the windows, use a cobweb brush.
- Clean window tracks by running a screwdriver gently along the tracks. Vacuum with a narrow nozzle, then wipe clean with a wet cloth on the screwdriver blade.
- Remove flyscreens by gently placing a screwdriver under the screen, lifting up and sliding to the left or right and then pulling out. Do not force screens as they can bend easily. Hose flyscreens if necessary.

**THE SIMPLE SQUEEGEE**

- Soap up window with a scourer to loosen & remove dirt and build up.
- While the window is soapy and wet all over, wipe along the top edge with a dry towel. This will help prevent streaking.
- Using a squeegee while the window is still wet, slide the squeegee down the window with a firm steady pressure starting from either side and working your way across, overlapping each stroke. Wipe the squeegee blade clean each time.
- Dry edges and remove any remaining marks with a clean towel.
- Wipe frame and window ledge.
- Replace flyscreens once dry.

**HANDY HINT**

- Internal windows can be done the same way, just use less water on the sponge. Remember to place a towel under the window.
- Mineral turpentine can be wiped onto the edge of window frames to give them a nice shine.
- This technique is also good for mirrors and shower screens.



**BEDROOMS, LIVING AREAS & HALLWAYS**

- Ensure all cobwebs are removed.
- Remove all marks on walls and ceilings, this may require sugar soap or mild detergent in a bucket of water.
- Check for any insect marks. Pay special attention to tops of light switches, power points and door handles.
- Remove all personal hooks, sticky tape etc.
- Wipe all skirting boards, doors and frames (including tops of door and window frames) with a damp cloth.
- Vacuum all wardrobes and cupboards, wash doors with soapy water and dry.

**LAUNDRY****Follow the steps above and pay special attention to:**

- Laundry sink often has a build-up of rust, calcium and soap scum, this can be removed with a crème cleanser (Jiff or similar) and scourer. Make sure drain is free of hair and waste. Laundry cupboards often require the same process.
- Wipe all tap fittings and wall tiles (including the top of tiles, as they can be dusty).
- Scrub marks off floor with a crème cleanser, especially where appliances, such as a washing machine, has been.

**TOILETS**

- Clean and disinfect all parts of the toilet, including fittings and cistern. Don't forget behind the toilet and pipes. *Using a spray disinfectant, paper towel and gloves is a safe and hygienic way to clean a toilet.*
- Scrub inside the bowl with toilet bowl cleaner and a toilet brush.
- Clean all wall tiles with spray disinfectant and a cloth. Wash any dirty walls and doors.

**HANDY HINT**

- All personal items such as toilet brushes, air fresheners and toilet bowl scents must be removed.

**KITCHEN CLEANING**

- Remove all components of oven, rangehood and stove, including the knobs if they come off. Soak in hot, soapy water for as long as necessary (overnight is best).
- Scrub with a firm scourer until clean.
- Clean oven as per oven cleaner instructions, pay special attention to the glass and around the seals and door edges. Replace oven components. You may need a plastic scourer (not steel wool as this can scratch the inside surface of the oven) to gently scrub off any burnt-on food on the inside of the oven.
- Wash stove with soapy water, gently scour if necessary, to remove all marks and food build up. Polish dry with paper towel. Replace knobs and burners.
- Wipe and polish rangehood including the underneath section, ensuring you remove all grime, fat and grease. Replace filters.
- Dishwasher including filters and racks must be free of all food scraps. Run a rinse-aid product through the dishwasher.

**HANDY HINT**

- Vacuum out all cupboards and drawers, then wash with soapy water inside and out handles, tops of cupboard doors and draws. Dry with a clean towel.
- Scrub out sink, clean drain, polish clean with paper towel.
- Spray and wipe all bench tops and wall tiles.
- Scrub any food marks off flooring, ready for a final mop

**BATHROOM**

- Prior to starting to clean, vacuum entire bathroom to remove any hair and foreign objects.
- Wet & scrub entire shower with a crème cleanser and a scourer sponge especially in the corners, doorframe and top of shower.
- Ensure all soap scum, mould or rust stains are removed. If necessary, use a bleach-based product to remove any traces of mould, a toothbrush can be useful to get into grout and tight areas.
- Rinse with water.
- Squeegee shower glass, then dry and polish with paper towel.
- Make sure drain is free of hair.
- Clean exterior of shower with glass cleaner and paper towel.
- Scrub bath tub with a scourer sponge and crème cleanser and rinse thoroughly.
- Wipe out vanity and sink, scrub with a scourer if necessary, to remove build-up and any rust marks, ensure drain is hair free.
- Polish mirror and wall tiles with a glass cleaner and paper towel until streak free.

**HANDY HINT**

- Polishing bathroom, kitchen and laundry tiles with mentholated spirits will give a streak free shine.

**FLOORS**

- Vacuum entire house ready for the carpet cleaner. Sweep hard floors and mop them clean as the carpet cleaner does not do this as a standard part of cleaning carpets.
- Make sure no hair or debris are left on flooring.
- Sweep decking and patio areas.

- Carpets should be professionally cleaned on this day.
- Flea bombs are to be set off after the carpets are cleaned.
- Ensure all pet excreta is collected and disposed of in the yard.
- Do a final walk-through of the house and yard with the checklist at the end of this brochure to ensure the property is in the correct state for handover.

**JUST BEFORE YOU RETURN YOUR KEYS TO LJ HOOKER PAYNESVILLE'S OFFICE**

- Ensure any bins that are full are put out to the roadside for collection, and that you've organised someone to come and bring the bins in, and to hose them out.
- If there are any remote controls for automatic garage doors, make sure these are all in good working order and have working batteries in place.
- Make sure you have the receipt for the cleaning of carpets with you.
- Ensure the keys, remotes and carpet cleaning receipt are handed in to the office before 5pm on the day you vacate. If keys are not returned on your vacate date, you will be charged a daily rate of rent until they keys are returned.



## VACATING CHECKLIST

	Y	N	N/A
Mail redirection put in place at local post office, ensuring you have also changed your postal address	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electricity, gas, telephone accounts cancelled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Direct debit and/or Centrepay rental payments cancelled	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Book in professional carpet cleaner to clean carpets prior to vacating property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All rubbish removed from property including garage/garden sheds, all bins empty	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Lawns to be mown and edged, garden beds fully weeded, trees/shrubs pruned and tidy	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All walls and skirting boards throughout house to be wiped clean, no marks, dust or cobwebs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All doors to be free of marks, dust, dirt, hand prints, no cobwebs in doorframes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Windows, window tracks cleaned out (bugs etc) and sills, glass to be clean inside and out, no streaks or marks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flyscreens to be free of cobwebs and dust/dirt	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Blinds, vertical drapes and curtains to be clean and free of dust	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
No cobwebs to be present inside or outside house	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Split system/air conditioner to be clean inside and out including filters	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Light fittings and smoke alarms to be clean and free of cobwebs, dust and bugs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All light globes checked and replaced as necessary	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Light switches and power points to be clean, wiped down, no dust on top	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All cupboards (kitchen, laundry, wardrobes in bedrooms) to be empty and clean, no cobwebs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Oven to be cleaned inside, including racks & trays, griller, hotplates, outside surfaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Range hood to be cleaned, filters removed & cleaned and put back, and unit to be free of grease, fat & grime	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Exhaust fans in kitchen, bathroom, laundry & toilet to be cleaned (no dust or cobwebs to be left)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dishwasher rinse-aid cleaner to be purchased and run through dishwasher	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Benchtops in kitchen and laundry, sink/troughs in kitchen & laundry to be clean, free of hair etc	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All hard floors (tiles, vinyl) throughout to be clean and free of debris	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Shower to be spotless, no grime left on glass, tiles or in corners, grout to be clean, no hair in drain	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bath, tiled surfaces, vanity/sink, toilets, mirrors all to be cleaned, no hair left in sink or toilet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
IXL Tastic-type units in bathrooms also to be cleaned, no cobwebs or dust to be left	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
All personal items removed from house, garage and yards	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
TV amplifier power supply, hoses and any items supplied by rental provider to be left at property	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Y N N/A

Bins empty and hosed out ready for next renter

If any full bins remain, to be put out for emptying and arrange to be brought in and hosed out

Driveway, carport, garage floors to be swept and clean, free of leaves, dirt and oil/grease stains

Patio, verandah and all paved areas to be swept and tidy

Keys & remotes returned before 5pm, with receipt for carpet cleaning

 LJ Hooker

