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Check-out inspections are carried out during business hours Monday to Friday. Tenants must be present at the final check-out inspection - failure to do so can mean you jeopardise your rights. You can appoint someone to attend for you if are unable to attend. To avoid cleaning charges and unnecessary deductions from your bond, we strongly recommend that you attend to the following items before vacating the property and returning the keys.

- Mail. Please ensure that all your mail is re-directed to your new address.
- Utilities. Electricity, gas, telephone, etc. Please ensure all providers are advised and accounts are cancelled accordingly.

Cleaning Guide

Inside the Property

- Walls. Please clean off any dirty marks, removable scuff marks, finger or food marks etc.
- Carpets. Please ensure carpets are cleaned in line with our Carpet Cleaning Policy.
- Ceilings. Please remove any cobwebs.
- Ceiling Mould. Ensure any mould is removed by cleaning, particularly in wet areas and sometimes in bedrooms.
- Light Fittings. Clean off dust and remove any dead insects inside.
- Ceiling Fans. Wipe fan blades and tops of fittings to remove dust build up.
- Skirtings. Wipe down with a damp cloth.
- Doorways and Doors. Wipe off finger marks and any other removable marks.
- Windows. Clean inside and out. Almost all modern sliding aluminium windows can be lifted and pulled out for easy cleaning. Wipe out dust build up and any dead insects from the sills and runners. A vacuum cleaner and paint brush can really help here.
- Flyscreens. Brush and dust down. Most modern sliding aluminium windows allow for the flyscreens to be taken off from the inside only, once the sliding part of the window has been moved first. Attempting to take them off from the outside may result in damaging them.
- Screen Doors. Front and back including frames – wipe clean and brush screen wire.

- Stoves. Clean stove top, control display, knobs, panels around knobs, any pull out or in-built drip trays, griller racks, trays and any inserts, oven racks, trays and oven bottom, walls and oven roof. A good oven cleaner will clean most ovens - however it is important that you carefully read the instructions on the product. Some cleaners can actually hinder oven surfaces (like stainless steel), and also some products have dangerous caustic fumes. Use with extreme caution!
- Kitchen Rangehood. Clean pull out filters and framework.
- Bathroom. Clean sink, mirror, cabinet, vanity unit and drawers, shower recess, glass screen and screen doors, bath and wall tiles. Please ensure both the sink and bath have a plug available.
- Toilet. Clean cistern, seat, bowl and outside around the base. Don't forget the skirting tiles around the toilet.
- Laundry. Clean both the inside and outside of the trough, and underneath. Please ensure a plug is present.
- Tiling. Ensure all tiling and grouting to the kitchen, toilet, bathroom and laundry areas are clean.
- Exhaust. Clean any vents and fan covers of dust and dirt.
- Air Conditioners. Clean front vents and filters of built up dirt. The filters on modern systems (wall type) easily pull out and can be brushed down with a hand brush. If there is a ducted reverse-cycle air conditioning unit, the air intake filter should be cleaned. This is usually on the ceiling in the passage area.
- Air Conditioning Ceiling Duct Vents. Clean if dusty or dirty.
- Cupboards/Drawer. Please wipe and/or wash inside and out. Also doors and door frames, and the front and back of doors need to be cleaned.
- Blinds. If you have venetian blinds, clean off the blind slats. Any other type of blinds should be able to be wiped down.
- Floors. Are to be mopped/washed if needed. Please ensure corners and hard to get areas are also cleaned.

Outside the Property

- Lawns. Should be freshly mowed and edged, best done a couple of days before you vacate.
- Gardens. Remove any weeds, rubbish and/or built up leaves etc.
- Guttering. Please ensure that the gutters are freshly cleaned of any dirt/silt and leaves or twigs.
- Rubbish. Remove any rubbish that you have placed at the property. Be sure to check behind sheds, under shrubs and trees. This includes lawn clippings piled and compost left.
- Paths and Paved Areas. Should be swept just before you vacate.
- Oil Spillage Removal. Check and clean carport and garage floors, paths and driveway.
- Cigarette Butts. If there are cigarette butts lying around, please pick up and remove.

If You Have a Pet

- Pet Droppings. Please remove from gardens, lawns and any out of the way areas. Please dispose of in the bin – do not bury them.
- Dog Urine. Remove/clean where your pet may habitually urinate, such as the base of walls, verandah posts etc.
- Dog Stains to Outside Walls. Check where your dog regularly lies down, there maybe 'tell tale signs' on walls etc.
- Dog/Cat Claw Damage. Check screen doors, flyscreens and curtains. Please replace the screen wire if required.
- Dog Chew Damage. Please ensure watering systems are free of dog chew damage and are repaired accordingly.
- Pet Hair. Please ensure any visible pet hair inside is removed.