

Hyperlinks to learning resource centre tools at the click of a button

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Property Manager:

CL19 TENANT VACATING

RENTAL PROPERTY:

Tenant Name:
 Landlord Name:

Date:

Text fields provided for easy data entry

NOTICE TYPE:

End of Fixed Term Periodic Breach Property Sold No Grounds Other:
 Tenancy Start Date: Expiry: (check original agreement)
 Date Notice Given: Vacating: (enter date into computer)

PROCESS VACATING NOTICE

- | | PERSON | N/A | Complete |
|---|--------|--------------------------|--------------------------|
| 1. Tenant notice received – Completed F 008 Notice to Terminate Tenancy Agreement | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| OR Agent to give notice – Send PF 001 Notice to Terminate Tenancy Agreement | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Confirm notice period correct <input type="checkbox"/> Yes <input type="checkbox"/> No | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Transfer tenant documents to vacate envelope | PM | <input type="checkbox"/> | <input type="checkbox"/> |

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LANDLORD AUTHORISATION

- | | PERSON | N/A | Complete |
|---|--------|--------------------------|--------------------------|
| 1. Conduct a comparison of other similar properties to determine a fair market rent | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Contact landlord to discuss All documents hyperlink to the required form or letter (if app.) & detail conversation
(Authority to re-let property) management agreement | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Send PI 12 confirmation tenant vacating to landlord and F 52A advertising strategies | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Send letter TEN 24 tenant to agent notice, or TEN 25 agent to tenant notice e file
Enclose F 49G survey, F 8I Tenant Information Sheet & F 9 Cleaning Guide
F 8F Final Inspect & key return envelope | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Enter to computer diary on vacating date 'Vacating, tenant name & property' | PM | <input type="checkbox"/> | <input type="checkbox"/> |

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LIST PROPERTY FOR RENT **writing advertising**

- | | PERSON | N/A | Complete |
|--|--------|--------------------------|--------------------------|
| 1. List property on F 19 Rental Listing Sheet & Internet & erect 'To Let' sign (if app.)
(Refer to F 62 Property Description or computer for marketing description wording) | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Update F 15 Advertising Record Sheet to ensure payment is taken from landlord | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Review property photos are current or new photos required | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Update details to tenant vacating & sign count (if app.) tab on KPI worksheet | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Complete CL 21 Vacant Property Checklists are saved in an electronic format word updated | PM | <input type="checkbox"/> | <input type="checkbox"/> |

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FINAL INSPECTION PROCESS

- | | PERSON | N/A | Complete |
|---|--------|--------------------------|--------------------------|
| 1. Confirm tenant vacate envelope summary completed | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Confirm if landlord requires to be present at the final inspection? <input type="checkbox"/> Yes <input type="checkbox"/> No | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Take original Condition Report & camera to inspection | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Check if water usage is to be charged (if app.) – write in outgoings on vacate envelope | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Ensure that the smoke alarms have been tested | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Arrange pool inspection (if app.) <input type="checkbox"/> Ensure that the electricity remains connected
Check Pool Register to ensure current pool safety certificate & registered with Council | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Was the tenant present at the inspection? <input type="checkbox"/> Yes <input type="checkbox"/> No | PM | <input type="checkbox"/> | <input type="checkbox"/> |

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CL19 TENANT VACATING

Your company logo and details will automatically appear on all documents

NO BOND CLAIM (IF APP.)

- | | | | |
|--|--------|--------------------------|--------------------------|
| 1. Update tenant on inspection & request they sign bond form & detail conversation, or
Send letter TEN 27 full refund to tenant e file | PERSON | N/A | Complete |
| | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Print out a tenant ledger report & place in vacating envelope | PM | <input type="checkbox"/> | <input type="checkbox"/> |

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WORK REQUIRED &/OR BOND CLAIM (IF APP.)

- | | | | |
|--|--------|--------------------------|--------------------------|
| 1. Update tenant on inspection & detail conversation
Request them to collect keys & F 30 Final Inspection Update | PERSON | N/A | Complete |
| | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Send letter TEN 27A bond claim update to tenant (if app.) or detail conversation | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Generate maintenance work orders/quotes in computer (if app.) | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Update vacate envelope with invoice amounts (if app.) | PM | <input type="checkbox"/> | <input type="checkbox"/> |

One click to alert the team member to continue the checklist process

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FINALISATION PROCESS

- | | | | |
|--|--------|--------------------------|--------------------------|
| 1. Update landlord on inspection/bond letter PI 12 or detail conversation or e file (if app.) | PERSON | N/A | Complete |
| | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Update Condition Report in computer with the exit inspection note comments | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 3. Check rent paid up to date and outgoings on vacate envelope prior to releasing bond | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 4. Complete BF 001 Claim for Refund of Bond Money form or complete online | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 5. Update details to be deleted (tenant) from trust tab on KPI worksheet | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 6. Record tenant reference in database & allocate archive box no. | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 7. Issue TEN 7 tenant reference letter and F 33B rent paid certificate (if app.) | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 8. Delete tenant name from bank register (if app.) | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 9. Archive tenant's tenancy agreement from electronic filing | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 10. Determine if tenant Debt Recovery is required – Complete Debt Recovery CL 23 (if app.) | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 11. Place tenant vacate envelope in archive box once bond claim finalised | PM | <input type="checkbox"/> | <input type="checkbox"/> |

Save to Checklists Daily Management Folder or Save to Electronic Filing Folder (Property Files) @

TENANT DATABASE LISTING (IF APP.)

- | | | | |
|--|--------|--------------------------|--------------------------|
| 1. Send letter TEN 27B notifying of the listing to tenant e file | PERSON | N/A | Complete |
| | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. List tenant on database if Tribunal order obtained or money owing in excess of bond | PM | <input type="checkbox"/> | <input type="checkbox"/> |

BOND REFUND (IF APP.)

- | | | | |
|---|--------|--------------------------|--------------------------|
| 1. Print out a tenant ledger report (after bond is finalised) | PERSON | N/A | Complete |
| | PM | <input type="checkbox"/> | <input type="checkbox"/> |
| 2. Place tenant vacate envelope in archive box once finalised | PM | <input type="checkbox"/> | <input type="checkbox"/> |

The team member responsible for each task can be modified

Save to Electronic Filing Folder (Property Files)

Track & monitor system changes to ensure you are utilising the most up-to-date document