

Before vacating

- You must provide WHL with 28 days' notice (2 days for Rooming House residents) if you wish you vacate the property.
- Contact your tenancy officer to inform them of your notice of intention to vacate. You must provide this information in writing with your name signed.
- Your tenancy officer can visit you at the property to discuss any queries and identify any property issues that need to be remedied prior to vacating.
- Your rent will continue to generate until you return your key. You can do this by dropping it to the WHL office at 1/21 Cremorne Street, Cremorne (3121), or arranging an alternative with your Tenancy Officer.

Condition of the premises

Renters must leave the property in a reasonably clean condition when vacating. It must be in the same condition as when you moved in, taking into account 'fair wear and tear.'

Consumer Affairs Victoria outlines some examples of what 'reasonably clean' requires:

- Cooking appliances including the oven, stove and rangehood to be free of oil, grease, and food stains.
- Dishwasher to be clean, that is free from grease, grime, food scraps and any strong odours.
- Baths, showers, toilets, sinks and vanity units to be free from dirt/dust, stains, soap scum and mould caused by renter's failure to take care.
- Kitchen sink to be free from soap scum and food scraps.
- Mirrors to be free from dust, marks, and smears.
- Walls and skirting boards to be reasonably free of scuff marks, fingerprints, and dust.
- Floors to be washed and free from dirt, dust, and stains.
- Carpets free of pet hair, stains, and any strong odours (such as urine).
- Premises clear of personal belongings (at end of the rental agreement).
- Windowsills free from dust and dirt.
- Windows, including the outside of any external ground floor windows, to be free from marks, smears, dust, and dirt.
- Curtains or blinds free from dust and stains.
- Cupboards emptied and free from dust and dirt.
- Heating ducts and exhaust fans to be clean and free of dust. Note, cleaning at heights may often be considered maintenance which is the responsibility of the RRP. Renters are not expected to access ceiling fans where access may be dangerous.
- Rubbish removed and disposed of correctly
- Shed or garage (where provided) to be kept neat, tidy and emptied at the end of the rental agreement.

WHL will not request that the property be professionally cleaned unless regular cleaning is insufficient to restore the property. This can occur when there is:

- Lingering odours from cigarette smoke or pets
- Urine stains in carpet
- Grease or soot stains on walls or ceilings
- Soap scum build up in the bath or shower

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Abandoned goods

Please do not leave any goods behind in the property. WHL will seek a compensation order from VCAT if costs are incurred removing or storing the goods.

WHL will store personal documents (official documents, photos, letters, USBs, etc.) for 90 days. Reasonable attempts will be made to notify the owner of the documents so they can be claimed. If they are unclaimed after 90 days, they will be destroyed.

WHL will store goods of monetary value and 'protected goods' for 14 days. Protected goods include medals, trophies, medical devices and equipment, medicine, etc. WHL will make reasonable attempts to contact the owner. After 14 days, WHL will dispose of the goods.

WHL will dispose of perishable goods, dangerous goods and goods with no monetary value immediately.

Exit inspection

Once WHL have received your key and the rental agreement has ended, your tenancy officer will attend the property for an exit inspection. This must be completed within 10 days of the end of the rental agreement. Your tenancy officer will contact you to give you the opportunity to attend this inspection.

Your tenancy officer will inspect the property and complete a condition report. This will be utilised to compare the state of the property at the start of the tenancy to the state of the property at the time of vacating. If the property is not reasonably clean and/or there is damage beyond 'fair wear and tear,' WHL will claim an amount from the bond to cover the rectification costs. If you do not consent to this, the matter will proceed to VCAT to be heard by the Tribunal in a hearing.

Damage and 'fair wear and tear' are different in nature.

Fair wear and tear	Damage
Worn / faded bench top	Burns or cuts in bench top
Cracks in wall from building movement, minor marks or scuff marks on wall	Holes in wall or missing paint due to wall hooks, nails or shelves installed by renter
Faded curtains or blinds	Curtain or blinds which are stained or ripped
Traffic marks on carpet	Carpet stains from indoor plants, pet urine, etc.
Scuff marks on wooden floor	Badly scratched or gouged wooden floors, e.g. dropping something heavy

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After vacating

Please sign the End of Tenancy Form and return to WHL at 1/21 Cremorne St, Cremorne (3121).

Ensure that you have redirected your mail to your new address. Please provide your tenancy officer with your updated information, so that any mail can be forwarded onto you.

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Cleaning checklist

Here is a helpful checklist to assist you in preparing the property for the final inspection.

It may be useful to contact local companies to assist with cleaning if required.

Any furniture or whitegoods supplied by WHL must remain at the property and in a reasonably clean state.

Area	To do	Completed
Floor coverings	Floors cleaned and stains removed	
	Any tiles and timber floors mopped	
	Any carpets cleaned	
Windows	Cleaned inside and outside (for ground levels)	
	Window / sliding door sills cleaned	
Window coverings	Venetian blinds dusted and cleaned	
	Curtains cleaned (do not wash without prior approval)	
	Window tracks clean and free from dust and bugs	
Bathrooms	All tiles, grout and ceiling mould free	
	Shower screen cleaned	
	Toilets washed inside and out	
	Vanity cleaned	
	Exhaust fan and light fittings cleaned	
Kitchens	All cupboards washed inside and out	
	Bench tops cleaned	
	Oven (including trays and racks) and cooktop cleaned	
	Exhaust fan cleaned	
Bedrooms	Light fittings cleaned	
	Built in wardrobes cleaned, including doors and mirrors	
	Any WHL furniture cleaned and remaining on property	
Laundry	Tub cleaned	
	Walls and floor cleaned	
Keys	Keys for all locks returned	
	Any remote controls returned	
	Any instruction guides to remain at property	