

Bond returns:

When your tenancy ends

Moving from one property to the next can be a time-consuming task for tenants. If you are renting and decide to end your tenancy, there are several things you can do to speed up the process, get your bond refunded on time, and secure a reference from your property manager.

A Tenancy Services bond refund form needs to be completed to process a tenant's refund following the end of a tenancy. If you are moving out, your Hammond & Co property manager will supply you with the correct form and submit it on your behalf. To ensure a seamless process, tenants need to complete all appropriate sections on the form before sending it back to their property manager.

Bond transfers

If a tenant wishes to have their bond transferred to a new property in place of a refund, a Tenancy Services bond transfer form must be completed. Please be aware, a bond transfer is subject to approval from both the new and former landlord of a tenant. If you are moving rental properties and would like to transfer your bond, reach out to your property manager for further information.

What to do during your tenancy

Getting your bond back at the end of a tenancy means planning ahead when you move in and out of a property.

To ensure your bond is returned to you in full, follow these steps during your tenancy:

- » Complete a thorough inspection of the property when you move in and note down any pre-existing damage.
- » Inform your property manager if something is damaged.
- » Report any repairs or maintenance work as soon as possible. Damage can accumulate and worsen over time, so the longer you leave repair work, the higher the cost can become.
- » Ensure all of your rent payments are up-to-date. If your rent account hasn't been settled before you vacate the property, any outstanding amounts will be deducted from your bond refund.

Bond disputes

If you are unhappy with a bond deduction that has been made to your bond refund, please contact your property manager to discuss the deduction and find a resolution.

Final inspection

At the end of a tenancy, all properties undergo a final inspection. Along with the status of a tenant's rental account, this inspection will determine whether a tenant will receive a full refund for their bond or if any final damages need to be settled.

Before vacating a rental property, tenants should ensure they give the property a deep clean. The goal is for the rental to be left exactly as it was when a tenant first moved in. To meet the appropriate standards for a final inspection, Hammond & Co tenants should complete the following cleaning tasks:

GENERAL

- » Sweep, mop, and vacuum all floor surfaces as applicable
- » Remove any cobwebs
- » Wipe down all skirting boards
- » Clean dust and flies from light fittings
- » Clean any marks from walls or ceilings
- » Clean hand marks from doors/switches
- » Wipe down all window sills and door frames to remove mould and dirt
- » Remove oil stains and rubbish from garage

KITCHEN

- » Clean the benchtop and floor surfaces
- » Remove all food from the pantry and wipe down surfaces
- » Wipe the insides of all cupboards
- » Clean any cooking stains from walls & ceilings

- » Clean any marks on cupboard doors and shelves
- » Clean the stove, including elements on the oven, and remove baked-on food from oven racks
- » Remove and clean extraction filters

BATHROOM

- » Clean vanity and toilet
- » Remove any mould on walls, ceilings and surfaces
- » Remove the shower drain trap and clean
- » Remove dust from vents and fans, including tumble dryers vents
- » Clean the shower, doors, curtains, and shower linings — for showers with doors, please remember to clean the bottom of the door tracks
- » Clean mirrors and baths if present

CARPETS

- » As a final step when moving out, a carpet cleaner or the services of a professional cleaner should be used to refreshen carpets.

NOTE: By doing this task last, you will avoid unmissed soiling from other cleaning tasks.

HAMMOND & Co

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