

## **Cancellation / Refund Policy**

Only once we receive written notification of cancellation from you, giving as much notice as possible, will your unit be put back on the "Availabilities Listing". An administration fee of 1 weeks rent + GST is non-refundable regardless of your reasons for the cancellation or notice given. Once a replacement tenancy has been secured, and the 4 weeks bond and 4 weeks advance rent have been secured we will calculate the administration fee + GST plus any loss of income incurred by the owner and advise the amount to be refunded to you. Please note: Any advance rent that has already been disbursed to the owner is unrecoverable.

## **Vacating Process**

1. A Form 14A Exit Condition Report is to be completed by the tenant and handed to management
2. All rent money is to be paid up to the end date of your lease contract
3. All keys are to be returned to the office before close of business on or before the last day of your lease contract.
4. Allow 1 full day for the professional cleaning of your unit (including steam cleaning of carpets and also cleaning of the furnishing). If you arrange this yourself you will need to ensure that the standard meets management's required standards. If you do not wish to arrange this yourself we can arrange this for you. See the office for our current pricing. \*\* Please refer to the Professional Exit Cleaning Schedule
5. Ensure that your electricity is paid to the end of your lease period. As The Manors provides private electricity you will need to present to the office your receipt as proof of payment of your final invoice.
6. Ensure that you have advised the telephone / internet company that you will be vacating and have paid your bills.
7. All globes must be working
8. All remote controls must be left in working order
9. The cost to repair any damage to the unit will be deducted from your bond based on the Pricing Schedule. \*\* Please refer
10. As all bond refunds will only be paid into your bank account please ensure that you provide these details and your forwarding address on the Bond Refund Form.
11. Remember to arrange for mail-redirection at the post office.

**Professional Cleaning** – \*\* See Schedule of requirements

**Repairs, maintenance and Consumables Replacement Fee** – \*\* See Schedule Of Charges

## **Bond Refunds**

Bonds are only refunded at the end of the tenancy once we are satisfied that all rent is paid up to the end of the tenancy, the Professional Cleaning of the unit meets the required standards, and the unit is left undamaged and at the same standard and condition it was at the time of starting the tenancy (fair wear and tear excepted). As the Regulations allow 3 working days within which to complete the Bond Refund, you will need to ensure that you have inserted your bank account details and also your forwarding address and contact number, so we are able to finalise your bond refund. All bonds will be paid directly into your bank account.