

How to Get Your Tenancy Bond Back...

When it comes to the end of a tenancy, some people get nervous about how their Tenancy Bond gets refunded. In a nutshell, if you fulfil your end of tenancy obligations and return things on time, then refunding the Bond should be a formality. To help, here is a Checklist of things you need to do.

Note: We are not legally required to contact you, if you do not fulfil the end of tenancy obligations, to give you an opportunity to go back to do them. If these things are not done on the final inspection, we will arrange for them to be done, and the costs will be deducted from your Bond. If you have any concerns about the standard required, please call us now...

✓ Money - your Bond will not be released to you if there is still money owing on your tenancy

- Pay the final rent due, and any other monies owing for your tenancy. If you are not sure of the exact amount, please ask your Property Manager for a Statement and a final balance to pay.

✓ The Interior of the property

- Clean the stove - including under the elements, oven racks, trays and dishes
- Clean beside and behind the stove (unless it is a built in appliance)
- Clean personal surfaces: bath, basin, tub, sink, shower, shower walls & curtain/door, toilet
- Empty all the cupboards, and wipe them clean.
- Wash paintwork around doors, skirting boards, window sills and frames
- Clean door handles, light switches and lightshades
- Clean the windows - inside and out
- Replace any missing or broken lightbulbs.
- Make sure all the items of inventory are accounted for.
- Thoroughly vacuum the carpets, and if there are any marks arrange for the carpets to be professionally cleaned. If you have pets, then professional cleaning of the carpets is mandatory. You will need to arrange for these to be done, and provide a copy of the Tax Invoice to Harcourts when you return the keys.
- Repair any damage you have caused to the property during your tenancy. If you leave it to us to do this after you have returned the keys then your Bond Refund might be delayed considerably.

✓ The Exterior of the property – including garages

- Remove ALL rubbish and personal effects from the garage, any other outbuildings, and from around the property. Sweep the floors of garages, carports and sheds and remove any oil stains.
- Ensure that the Council issued rubbish, recycling and organics bins are on the property, empty and clean.
- Unless your tenancy agreement does not require you to maintain the gardens, you need to mow the lawns, trim the lawn edges, weed the garden beds (spraying weeds so that they die off 2-3 weeks after the tenancy ends is not acceptable), sweep clear paths the courtyards, and remove all garden waste. All compost must also be removed from the property.
- Remove ALL rubbish and compost from the property.

✓ Final things

- Return ALL keys, door openers, and security cards to the Grenadier Accommodation Centre offices at **Level 1 Grenadier House, 98 Moorhouse Avenue, Christchurch 8011** by 12:00 midday on the Due Date.
- Complete the attached **Bond Refund Form**, making sure to write in your new address, contact telephone numbers and bank account details, and bring it with you when you return the keys.
- Arrange for a final electricity meter reading with your electricity supplier so that you are not charged for extra electricity.
- Have the landline telephone and internet disconnected.
- Contact NZ Post to arrange for a re-direction of mail.

What happens next?

We will complete a final inspection after the keys are returned. If the keys are not returned on the Due Date, the locks may be changed at your expense, and then a final inspection will be completed.

If everything is in order we aim to have your Bond Refund processed and faxed to the Bond Centre for refund within 3 working days from the date of the final inspection. If there are issues needing attention arising from the inspection then there will be delays.