

Property Address:

Renter's Name: Property Manager's Name:

Vacate Date: Rental Agreement Expiry Date:

Current Rental: \$ (pcm) New Rental Amount: \$ (pcm)

RRP's Name: Proposed Advertising Date:

PROPERTY MANAGER - Actions Once "Notice to Vacate" Has Been Received

Step #1 - Confirm Notice Type (on the day NTV received)	Status	Date	Manager
<input type="checkbox"/> Check the notice, reason for notice, period and Vacate Date are correct and valid and notice is signed and provides at least 28 clear days notice prior to the Handover Date	<input type="checkbox"/> Completed		
<input type="checkbox"/> Create Renter Vacating Task in PM Trust Software - (e.g. Last Name - Vacating > Assign to yourself and set due date as Move-Out Date)	<input type="checkbox"/> Completed		
<input type="checkbox"/> Drag NTV notice email from Renter into PM Trust Software - Renter Vacating Task (Under Document)	<input type="checkbox"/> Completed		
<input type="checkbox"/> Change Move-Out Date in PM Trust Software	<input type="checkbox"/> Completed		
<input type="checkbox"/> Add 2 Inspections:			
<input type="checkbox"/> Pre-Vacate Inspection (NTV date + 1-3 days), Assign the Manager to (Name)	<input type="checkbox"/> Completed		
<input type="checkbox"/> Exit Inspection, (Handover date + 1-3 days), Assign the Manager to (Name)	<input type="checkbox"/> Completed		
<input type="checkbox"/> Inspect & review the physical (or electronic) property / Rental Provider / Renter files - check for missing or outdated documents - in many instances, the Management Authority or Fee Schedule will need to be updated	<input type="checkbox"/> Completed		
<input type="checkbox"/> Book Vacate Appointment / reminder in your Outlook calendar and "CC" Reception, VA Team, Leasing Team, Property Manager, Department Head & Accounts	<input type="checkbox"/> Completed		
<input type="checkbox"/> Attach the original Signed Key Register form to the diary appointment	<input type="checkbox"/> Completed		
<input type="checkbox"/> It is important to confirm with the Renter, that "all" Renters & Occupants will be Vacating the property - especially when there is a Co-Tenancy / Joint Tenancy	<input type="checkbox"/> Completed		
<input type="checkbox"/> Enter the notice details and Vacate Date into PM Trust Software and into the Property Managers diary - and "CC" Department Head, Leasing Team, Virtual Assistant, Reception & Accounts	<input type="checkbox"/> Completed		
<input type="checkbox"/> When creating the diary appointment - set the time to 6.30am on the Business Day that the vacate has been scheduled for. Also attach the original Signed Key Register into the diary appointment	<input type="checkbox"/> Completed		
<input type="checkbox"/> The notice period (e.g. 28 days) commences from the date that the notice was received by the office, not from the date that it was written, or the date it was sent by the Renter	<input type="checkbox"/> Completed		
<input type="checkbox"/> If the proposed notice / Handover Date ends on a Sunday or Public Holiday - then the PM will need to explain to the Renter that they will need to extend the "Handover Date" to the next business day	<input type="checkbox"/> Completed		
<input type="checkbox"/> The 28th day (The Handover Date) needs to be the day that the Renter is planning to return the keys - not the following day. (e.g. if the Renter is moving out on the weekend and believes that their last date is Sunday - and they are expecting to return the keys on Monday) - then it is important to inform them that the Monday is another day that they will be paying rent	<input type="checkbox"/> Completed		
<i>It is suggested that the Renter factor in an additional 2-3 days from their Vacate Date, prior to returning the keys / possession (Handover Date), to allow for cleaning & repairs if needed</i>			
<i>The Handover Date occurs when full possession of the property has been returned, in a condition ready for the next Tenancy to commence</i>			

Property Manager - Creating the Vacating Appointment (on the day NTV received)	Status	Date	Manager
<input type="checkbox"/> Once the Property Manager is comfortable that they have worked through the checklist of tasks - to prepare the property & Tenancy for Vacate - then they are required to create a diary appointment in Outlook	<input type="checkbox"/> Completed		
<input type="checkbox"/> Create Renter Vacating Task in PM Trust Software - (e.g. Last Name - Vacating > Assign to yourself and set due date as Move-Out Date)	<input type="checkbox"/> Completed		
<input type="checkbox"/> The Appointment should include - the Property Manager, Leasing Team, Reception, VA Team, Accounts, PM Assistant & Department Manager	<input type="checkbox"/> Completed		
<input type="checkbox"/> Attach the original Key Register to the appointment so that Reception can print this off on the day to cross check the keys that have been returned	<input type="checkbox"/> Completed		
<input type="checkbox"/> Set the appointment for 6.30am on the day of the inspection - with a 3 day reminder - use Categories to show the Vacate Inspection Colour	<input type="checkbox"/> Completed		
<input type="checkbox"/> Include the Property Address, the Renter's names, the dates they have scheduled to vacate, the dates they have scheduled to return the keys, and if they are supplying the Carpet Steam Cleaning receipt, and the Property Managers name (especially if the Property Manager would like to see the Renter's when they come to the office)	<input type="checkbox"/> Completed		

Property Manager - Book the Vacate Inspection (on the day NTV received)	Status	Date	Manager
<input type="checkbox"/> Before handing over the file to the Leasing Team - the Property Manager is required to create a Vacate Inspection Task - within 24-72 hours of the scheduled return of keys - allocate the task to PM Assistant or Leasing Team	<input type="checkbox"/> Completed		

Property Manager - Creating Actions and Tasks (on the day NTV received)	Status	Date	Manager
<input type="checkbox"/> Before handing over the file to the Leasing Team - the Property Manager is required to create new tasks inside the Trust Account Software for each of the actions that they have uncovered as part of the audit - this may include - maintenance, photos, updated authority, fee schedule & Owners Instruction form, RRP Disclosure Statement, RRP Minimum Standards form, Pre-Vacate Inspection, new key orders etc	<input type="checkbox"/> Completed		

Virtual Assistant Tasks	Status	Date	Manager
<input type="checkbox"/> Virtual Assistant to send out the Renter Vacate Pack, along with the original In-going Condition Report, and Vacate Checklist to the Renter within 24 - 72 hours of the Notice to Vacate being received	<input type="checkbox"/> Completed		
<input type="checkbox"/> Virtual Assistant to create a task in PM software to track the return of the updated Rental Provider Disclosure Statement. VA to send this to the RRP electronically, and inform the PM & Leasing Team when returned to assist them comply with the Advertising & Leasing Procedures	<input type="checkbox"/> Completed		
<input type="checkbox"/> Virtual Assistant to create task in PM Software to track the return of the updated Residential Rental Provider 14 Minimum Rental Standards Disclosure form. VA to send this request to the RRP electronically, and inform the PM & Leasing Team when it is returned to assist them with preparing the Rental Agreement	<input type="checkbox"/> Completed		
<input type="checkbox"/> 3-5 days prior to the date the keys are to be returned - VA to contact Renter (by email) again, reminding them to ensure that the property is cleaned, keys returned, carpets steam cleaned (if applicable and to request receipts to present to the next Renters), power disconnected, mail redirected, Move-in booked in (if applicable)	<input type="checkbox"/> Completed		

Step #2 - Property Manager - Complete a Property & Rental Provider File Audit (same day as NTV received)	Status	Date	Manager
<input type="checkbox"/> File Audit - use the opportunity of the changeover in Tenancy to complete a Compliance Audit on the Property & Rental Provider file. Review & audit both the physical & electronic files, along with the document stored in the PM Trust Software	<input type="checkbox"/> Completed		
<input type="checkbox"/> Management Authority - review the authority - if there were any doubts over the validity of the authority, or you wanted to update the Marketing & Management Fee Schedule, Level of Service, or Owners Instruction form - then now is a good time to prepare the new authority. Ensure that the Authority allows you to Re-lease the property, and that the advertising fees including Boards and Internet are current	<input type="checkbox"/> Completed		

(Cont.) Vacate Inspection	Status	Date	Manager
<input type="checkbox"/> Invite the Renter to attend the Final Vacate Inspection - coordinate for them to attend at a time when you expect to be finished, and certainly not at a time when the Rental Provider is onsite	<input type="checkbox"/> Completed		
<input type="checkbox"/> Invite the Rental Provider or their representative to the Final Vacate Inspection. If they cannot attend, then it is advised to pre-arrange to contact them from within the property to update them on the condition of the property (possibly even do a video walk through / Facetime / Zoom), highlighting existing or future maintenance / capital improvements suggestions	<input type="checkbox"/> Completed		

Smoke Alarm / Gas / Electrical / Pool Barrier Safety	Status	Date	Manager
<input type="checkbox"/> Coordinate the Tradespeople to attend the property during the Vacate Inspection, or shortly thereafter prior to the next Tenancy to ensure that all services are working and functioning correctly, and the property meets the Minimum Compliance Standards	<input type="checkbox"/> Completed		

Bond	Status	Date	Manager
<input type="checkbox"/> Ensure Final Rent Payment has been made (or deduct from bond)	<input type="checkbox"/> Completed		
<input type="checkbox"/> Gather any invoices that need to be deducted from bond	<input type="checkbox"/> Completed		
<input type="checkbox"/> Finalise bond as per Bond Authority Guidelines	<input type="checkbox"/> Completed		
<input type="checkbox"/> Contact Rental Provider regarding Vacate Inspection and discuss the bond refund	<input type="checkbox"/> Completed		
<input type="checkbox"/> Email Renter regarding the final bond / deductions. Use PM Software template (TNT-Final Bond Confirmation)	<input type="checkbox"/> Completed		
<input type="checkbox"/> Save notes in the Renter Vacating Task in PM Software / store all correspondence into this task	<input type="checkbox"/> Completed		

Accounts - Tasks to ensure correct fees are charged	Status	Date	Manager
<input type="checkbox"/> Once the Accounts Department have been included into the Vacate Appointment, they are now aware of the forthcoming end of Tenancy - and should double check the fee schedule against the Management Authority & Fee Schedule	<input type="checkbox"/> Completed		

Archive	Status	Date	Manager
<input type="checkbox"/> Archive the Tenancy in Google Drive & the Physical Renter File into the current Financial Year, with a destroy date of 7 full years	<input type="checkbox"/> Completed		
<input type="checkbox"/> Scan this checklist into the Renter Vacating Task and pass the hard-copy to Manager for audit	<input type="checkbox"/> Completed		

IF BREAK LEASE / LEASE TRANSFER

Check Additional Fees Charged (<i>Break Lease or Lease Transfer</i>)	Status	Date	Manager
<input type="checkbox"/> If Break Lease / Lease Transfer: <ul style="list-style-type: none"> <input type="checkbox"/> Break Lease / Reimbursement of expenses to the Rental Provider total \$_____ <ul style="list-style-type: none"> i) 100% - Advertising Reimbursement: \$_____ (inc GST) <input type="checkbox"/> Completed ii) 100% - NTD / TICA Reimbursement: \$_____ (inc GST) <input type="checkbox"/> Completed iii) Pro-rata - Letting Fee Reimbursement: \$_____ (inc GST) <input type="checkbox"/> Completed iv) 100% - Rental Agreement Transfer fees total: \$_____ (inc GST) <input type="checkbox"/> Completed 			
<input type="checkbox"/> Check with Accounts whether the Renter has reimbursed the Rental Provider the full fees as required according to the Break Lease Policy / Formula, and as noted in the Rental Agreement	<input type="checkbox"/> Completed		
<input type="checkbox"/> The Renter is required to continue to make rent payment until a new Tenancy has commenced, or the natural expiration of their Rental Agreement occurs	<input type="checkbox"/> Completed		

Rental Provider Communication (<i>on the day NTV received</i>)	Status	Date	Manager
<input type="checkbox"/> If Break Lease and Renter found new Renter - (Lease Transfer): <ul style="list-style-type: none"> <input type="checkbox"/> VA to send email to new Applicant (replacement Renter) requesting that they complete the application form, as though they were a new Renter applying for any property within the portfolio <input type="checkbox"/> Completed <input type="checkbox"/> PM to check the new Applicant, with the same vigor and process as they would any new Tenancy Application. If application is satisfactory, then the PM would discuss the potential Renters with the RRP and seek their final approval <input type="checkbox"/> Completed 			
<input type="checkbox"/> Once approved, PM inform VA to prepare Rental Agreement (Follow New Renter checklist)	<input type="checkbox"/> Completed		

RENTER NOW VACATED - HANDOVER DATE

Vacate Date	Status	Date	Manager
<input type="checkbox"/> The Vacate Date is the date the Renters left the property, not necessarily the date possession was returned. The PM should encourage the Renters to allow 2-3 days after they vacate to coordinate cleaning, repairs, steam cleaning and the Final Vacate Inspection - prior to the physical Handover Date	<input type="checkbox"/> Completed		

Handover Date	Status	Date	Manager
<input type="checkbox"/> Check to ensure all keys, entry devices that have been returned by the Renter match the same as those on the original Key Register - both the type & quantity. If they match, then return the keys to the Key Cabinet / Key Room and confirm this as a note in the PM Trust Software - if there are keys missing, then the Renter effectively still has possession of the property	<input type="checkbox"/> Completed		
<input type="checkbox"/> The Receptionist should scan the Key Return Register into the Vacating Task in the PM Trust Software	<input type="checkbox"/> Completed		
<input type="checkbox"/> Check with the Renter as to the status of the electricity - if it has been switched off, then temporary power needs to be connected, if not, then try and schedule the Vacate Inspection before the power is disconnected	<input type="checkbox"/> Completed		

Vacate Inspection	Status	Date	Manager
<input type="checkbox"/> Complete the Final Vacate as soon as practical (within 1-3 days) after the Handover Date, taking the keys that the Renter returned, along with the office set to verify, and using the original Ingoing Condition Report & Photos as the reference point	<input type="checkbox"/> Completed		

(Cont.) Step #2 - Property Manager - Complete a Property & Rental Provider File Audit (<i>same day as NTV received</i>)	Status	Date	Manager
<input type="checkbox"/> Proof of Ownership - it is a good opportunity to update the Rates Notice or Title, if there isn't one already on file	<input type="checkbox"/> Completed		
<input type="checkbox"/> Advertising Photos - for new professional photos to be taken - first check this service is noted on the Fee Schedule, and seek the Owners permission to incur this expense	<input type="checkbox"/> Completed		
<input type="checkbox"/> Lifestyle Photos - are there appropriate lifestyle photos on file - such as transport, schools, cafes, shopping centres, sporting grounds, universities, etc	<input type="checkbox"/> Completed		
<input type="checkbox"/> Office Set of Keys - is there a complete Office Set of Keys, remotes, fobs etc. - if not, then now is the time to work through this and arrange for a full set for the office. There should be at least 3 sets for each property - 2 sets for the Renters, and 1 set for the office	<input type="checkbox"/> Completed		
<input type="checkbox"/> Property Management Trust Software Photo Gallery - is there sufficient photos, both in type & quantity of the property saved in the photo gallery of the PM software to assist a person NOT familiar with the property fully understand the property attributes	<input type="checkbox"/> Completed		
<input type="checkbox"/> Owners Corporation Rules & Move-in Guide - if applicable - double check the property file to confirm that there is an updated, and appropriate OC Rules, Plan of Sub and Move-in guide - if not, then contact the OC Manager to receive copies before the next Tenancy. If applicable, OC Rules must be provided to the Renter prior to them taking possession of the property	<input type="checkbox"/> Completed		
<input type="checkbox"/> Rental Provider Risk Management - audit the Agency's Authority to Manage & Pay for Landlord & Building Insurance, Smoke Detector, Gas & Electric Safety Inspections, and Pool Barrier (If applicable)	<input type="checkbox"/> Completed		
<input type="checkbox"/> Property Compliance - confirm that the Smoke, Gas, Electric & Pool (if applicable) Compliance Statements are current, and would be current for the next Tenancy. If not, then arrange for inspections during the last 28 days in preparation for the new Renters	<input type="checkbox"/> Completed		
<input type="checkbox"/> Rental Provider Disclosure Form - confirm with the RRP by phone that you will be sending a RRP Disclosure form, and that the property CANNOT be advertised / leased until they return the completed & signed document	<input type="checkbox"/> Completed		
<input type="checkbox"/> Rental Minimum Standards Form - when speaking to the RRP about the Disclosure Form, explain that they also need to complete and sign the Rental Minimum Standards form - and that any delays in them returning the form will delay the Re-leasing process	<input type="checkbox"/> Completed		

Step #3 - Check Rent Paid to Date (<i>on the day NTV received</i>)	Status	Date	Manager
<input type="checkbox"/> Check status of Rent Paid to date and provide a final payment amount to the Renter(s)	<input type="checkbox"/> Completed		
<input type="checkbox"/> Rent Arrears - it is important to know if the Renter is in arrears at all, and for the PM to ask for this to be rectified ASAP (that day by Credit Card is ideal), during the phone call when they call to confirm receipt & acceptance of the Notice to Vacate. Do not allow the Renter to propose any arrears is taken from the Security Bond	<input type="checkbox"/> Completed		
<input type="checkbox"/> If rent is paid past the Vacate Date: <ul style="list-style-type: none"> <input type="checkbox"/> Hold rent monies in Trust Account <input type="checkbox"/> Completed <input type="checkbox"/> If overpaid rent has already been disbursed, contact the Rental Provider to arrange a refund back to the Agency Trust Account, to be repaid to the Renter after the Handover Date <input type="checkbox"/> Completed 			

Step #4 - Communicating the NTV & Seeking Instructions from the Residential Rental Provider	Status	Date	Manager
<input type="checkbox"/> Contact the Rental Provider to inform them that the Renter(s) intend to vacate, and at this time we will seek further instructions as to the Rental Providers Re-Leasing Requirements and future plans	<input type="checkbox"/> Completed		
<input type="checkbox"/> Seek Rental Provider instructions for: <ul style="list-style-type: none"> <input type="checkbox"/> Sales Appraisal <input type="checkbox"/> Completed <input type="checkbox"/> Re-letting the property (advise rental amount based on comparable evidence) <input type="checkbox"/> Completed <input type="checkbox"/> Office Spare Key (if no office key) <input type="checkbox"/> Completed <input type="checkbox"/> Temporary Power Connection <input type="checkbox"/> Completed <input type="checkbox"/> For Lease Board (for Townhouse / House & some Apartments / Villas) <input type="checkbox"/> Completed <input type="checkbox"/> MAA signing (if no MAA signed, or MAA>3 years) <input type="checkbox"/> Completed 			

