



Check Out Guide

This is the urbanest guide to departing your room at the end your tenancy. Please ensure that you read this document thoroughly. There is very important information regarding the check out process and bond recovery. You must depart your room by 12noon on the last day of your tenancy (or prior).

1. Check Out Date and Time

The final date of tenancy is stated on the Agreement. Residents must have departed and completed a Face-to-Face or Fast Track check out prior to or on this date. Failure to check out by 12noon on the last day of the lease will result in additional charges.

2. Rent

Residents enter into a fixed term lease with urbanest, meaning rent needs to be paid up until the Agreement end date regardless of when the resident checks out. Upon processing at check out any rent outstanding will need to be paid.

3. Mail

urbanest recommend that all mail is redirected prior to check out. This can be done by contacting each sender or by using the Australia Post redirection service. After check out urbanest will return all incoming mail to the sender and the resident will no longer have access to the mailbox. Some possible senders to contact are:

- Any magazine/newsletter subscriptions
- Loyalty cards (such as Woolworths, Coles or Priceline)
- Friends/Family
- Employer
- University/college
- Bank/ Building Society

4. Checking Out

The following two options are available for checking out:

FAST TRACK: a member of the urbanest team will inspect the room after departure. This is the best option for residents in a hurry or leaving outside office hours.

- Residents will need to see reception to pick up a Check Out Envelope. At this time please discuss with staff on an agreed location to leave the envelope.
- Complete all fields on the envelope.
- Put the room and mailbox key inside the envelope, seal and leave at the previously agreed location or with an urbanest staff member/security.
- Email contact will be made by urbanest after check out to confirm the bond amount being refunded. Ensure to regularly check emails.

FACE TO FACE: a member of the urbanest team will inspect the room with the resident.

- This option is subject to availability and is on a first come first serve basis.
- The appointment must be booked a minimum of 72 hours prior to check out.
- To book an appointment please visit reception.
- In order to inspect the room, all items must be removed and the resident must no longer be living in the room.

5. Bond

NEW SOUTH WALES

- A NSW Fair Trading Bond Refund Form will need to be completed and handed in at reception prior to check out.
- Urbanest will send the form to NSW Fair Trading on behalf of the resident.
- If an Australian bank account is nominated the refund will take 2-4 weeks.
- If an international bank account is nominated a cheque is sent and can take several months.
- To check on the progress of bond refunds, contact Fair Trading NSW directly on:
 - Phone: +61 2 9895 0111 business hours only
 - TTY: 1300 723 404
 - Fax: +61 2 9280 4360
 - Website: www.fairtrading.nsw.gov.au
 - Address: NSW Rental Bonds Locked Bag 9000 Grafton NSW 2460

QUEENSLAND

- A Residential Tenancies Authority (RTA) Refund of Rental Bond Form 4 is to be completed online via <https://eservices.rta.qld.gov.au/bondrefund/> or the original form sent to the RTA. No faxed, emailed or photocopied forms will be accepted.
- If an Australian bank account is nominated the refund will take 2-3 working days.
- If an Australian bank account is not available there are two options:
 - International Money Transfer (IMT) (\$13.20 fee) or a bank draft (\$30 fee), using the International Payment Details Form. This can be downloaded from the website. Due to new RTA processes, bond refunds via IMTs may take up to 4 weeks.
 - Australian cheques can be posted to international addresses, if a forwarding address is provided. Delivery time varies, depending on postal services.

VICTORIA

- urbanest will request a bond refund with the Rental Tenancy Bond Authority (RTBA) after check out.
- A bond form will be emailed from the RTBA.
- This email will provide a link and instructions on how to claim the bond refund.
- The RTBA will also request bank and forwarding contact for the refund.
- Ensure to enter all contact and bank details correctly.
- The RTBA will only deposit the bond into an Australian bank account. International bank transfers are not available.
- A cheque can be sent to an international forwarding address that can be deposited with an international bank.
- When the bond form is at RTBA, urbanest longer have any control of the processing timeframe.
- The RTBA aim to refund bond claims within 10 working days of receiving the claim.

SOUTH AUSTRALIA

- The Accounts Assistant, will send the bond refund proposal to the state bond office electronically, according to the form signed at check out.
- An email will be sent regarding the bond refund from the CBS via the Residential Bond Online service where bonds are held.
- To help identify this email it will come from an address with a sa.gov.au domain name. Please follow the links in this email.
- If an account was created and the token was activated when the bond was transferred to the online system then follow the link.
- If an account was not created and token activated (which is the connection between the customer account and urbanest) then a second email will be received with two links. Follow the instructions on the email asking for an account first, before accepting the proposed refund.
- When the proposal is accepted and if an Australian bank account or forwarding address is nominated the refund process is complete and should take up to 10 business days.
- If an Australian bank account or forwarding address is not provided an international money transfer will need to be arranged. A form can be downloaded from the website.
- A bond number will be allocated when the steps on the e-mail have been followed.
- When the form is completed with the international bank account details the form is to be posted to the RBO using the details at the top of the form. Or email a scanned signed copy along with identification to the following email address: bonds@agd.sa.gov.au.
- When the proposed refund is accepted it is the resident's responsibility to provide the correct account/contact details to the RBO for prompt processing of the refund.

6. Property Damage

- If there is any damage to the room or apartment, that goes beyond fair wear and tear, urbanest shall recover the costs from the bond.
- In shared apartments the costs will be divided equally between residents.
- urbanest will NOT get involved in disputes ie: *I never used the kitchen, I only used one shelf, I never used the microwave/fridge/bin etc.*
- If one person has caused damaged to the apartment, urbanest encourage that person to take responsibility.
- If a dispute arises between residents, urbanest has no option but to divide the cost equally.
- Ensure to consider other residents and take responsibility for actions where necessary.
- Any disputes will delay the bond refund, as they have to be dealt with by the state bond institution which can be time consuming.

7. Rubbish

- Rubbish chutes are provided at the property that can easily become blocked if misused.
- If there is an excess of rubbish, cardboard, clothes etc take them downstairs and dispose of them correctly.
- If the bin chute becomes blocked urbanest will lock them off for further use.
- Any rubbish or belongings left behind may result in a charge being deducted from the bond for disposal.

8. Storage and Belongings

- Please follow the full cleaning guide below to help prepare the apartment.
- urbanest are unable to offer a storage facility to residents.
- At check out rooms must be empty of all belongings. This includes kitchenware, bedding, toiletries etc.
- Check under the bed, in drawers and in the wardrobe to ensure no belongings are left behind.
- urbanest will charge fees if left to clear personal belongings after check out.
- Fees will be dependent on the size/amount of the items and how much it costs urbanest to have them removed.

If a resident would like to donate any leftover belongings to charity urbanest staff are able to assist.

9. Maintenance

- Before check out report any outstanding maintenance issues in the apartment eg: light-bulbs needing replacement, drains not functioning etc.
- These can be reported using the online portal section of the resident's personal homepage via the website at www.urbanest.com.au.
- This will speed up the check out process for the urbanest team when attending the room/apartment.

10. Cleaning Guide

BATHROOM

- Remove all belongings from bathroom
- Using an antibacterial spray and cloth clean and wipe down walls, ceiling, surfaces, toilet and shower ensuring any mould is removed
- Using bleach, thoroughly scrub the toilet pan using a toilet brush
- Clean the mirror with a glass cleaning product and basin, faucets and surrounds to a shine finish
- Sweep/vacuum then clean the floor using an anti-bacterial/bleach agent

BEDROOM

- Remove all personal belongings including bedding, clothes hangers and pictures
- Wipe down drawers, side-table, wardrobe (including top), shelves, desk, chair using a damp cloth
- Use carpet stain remover to remove and marks on the carpet
- Ensure the heater is turned off and open windows slightly (single occupancy only)
- Vacuum the floor and empty the vacuum in to the bin and wipe down with a damp cloth

KITCHEN

- Clean the hob and oven to an 'as new' standard. **DO NOT** use any metal scourers on the hob as this will cause damage resulting in it needing to be replaced
- Pay particular attention to the oven and use an appropriate oven cleaner. Failure to clean the oven will result in extra cleaning fees being deducted from the bond
- Remove all belongings from the fridge and freezer and dispose
- All shelves and drawers in the fridge/freezer should be cleaned
- Remove all foodstuffs and personal belongings from the kitchen/living area
- Clean the inside of all cupboards and wipe down cupboard doors
- Kitchen worktops and the sink/drainage should be cleaned using an antibacterial agent
- Any urbanest supplied appliances should be cleaned to an 'as new' standard
- Vacuum the carpet and/or mop the floor
- All rubbish should be taken out and the bin cleaned inside and out
- All belongings and boxes etc should be removed

urbanest can provide a selection of appropriate cleaning products **on loan** if they are not available to the resident. Please see reception for more information.