



Moving out



Give notice

A tenancy agreement is a legally binding contract and must be ended in writing. Whether it is the end of your lease or not, submit a *Notice of Intention to Leave* (Form 13), to the property manager at least 2 weeks prior to when you plan to move out (check the RTA website for exact timeframes depending on your circumstances).



Bond clean

You do not have to hire a professional cleaner, but the property does need to be thoroughly cleaned before you move out. This is best done after you've removed the majority of your furniture and personal possessions. A bond clean includes cleaning inside kitchen and bathroom cupboards, the oven and rangehood, windows, windowsills and skirting boards, mirrors, fly screens, fans, air con filters and floors. Try your best to remove any marks from the walls and carpets and any oil stains from the garage floor. Mow the grass and sweep outdoor areas like patios and verandahs to remove leaves, dust and cobwebs.

If the carpets had been professionally cleaned prior to you moving in, or if a pest control treatment had been completed, the conditions of your lease may require you to arrange for this to be done again when you move out, especially if you have had pets at the property. While it is legal for your lease to require you to arrange carpet cleaning and pest control at the end of a tenancy, you cannot be asked to hire a specific company, pay a set fee or use a particular chemical in these services.



Remove rubbish

All rubbish and unwanted furniture, appliances and personal items should be removed from the property before you return the keys. This might involve hiring a skip bin or making a few trips to the tip. Leaving unwanted items on the street may be considered illegal dumping and incur fines, so it is important to dispose of things properly. Wash out your kerbside rubbish and recycling bins so that they are in good condition for the next tenant to use. The cost of disposing of items left behind after you move out may be deducted from your bond refund.



Exit report and photos

You must leave the property in the same condition it was when you moved in, apart from fair wear and tear. Complete an *Exit Condition Report* (Form 14a or 14b) and compare it to the *Entry Condition Report* (Form 1a) that you filled in at the start of your tenancy. If you don't have a copy of your entry report, ask your property manager for another copy. Note any damage that has occurred during your tenancy. Take photos as evidence of the condition you have left the property in. Give one copy of the exit report to your property manager or landlord, and keep another copy for your own records. The property manager or landlord then has 3 days to conduct their own exit inspection, add comments and sign the exit report.



Water meter

Your property manager will usually issue a final water bill based on the reading you enter on your Exit Condition Report. It is a good idea to also take a photo of the water meter when you leave the property for the last time as evidence of your water usage in case there is any disagreement over the water charges.



Disconnect electricity

Contact your electricity company prior to moving out to arrange for the electricity to be disconnected on an agreed date (usually the day you move, or perhaps the day after). If you leave the electricity connected, you may be liable for electricity used at the property while it is vacant or when the next tenant moves in.

If you are moving into another property and want to stay with the same electricity retailer, you can arrange for your account to be transferred to your new address.



Return keys

All keys for the property, including keys to gates and sheds, garage door remotes and keys that you've had cut during the time you've been living there need to be returned to the property manager as soon as you've moved out.



Mail redirection

Australia Post can redirect mail to your new address for a period of up to 12 months. Fees apply for this service, however discounts are available for concession card holders. Victims of domestic violence can apply for a free 12 months mail redirection. Visit auspost.com.au to apply.



Finalise bills

Don't forget to pay all the bills relating to your tenancy on time, including rent, electricity, gas, water, phone & internet as well as any cleaning or removal costs. If you have rent arrears or are struggling to pay a utility bill, negotiate an affordable payment plan to address these, while also planning for future bills in your new home.



Bond refund

At the end of a tenancy, the property manager or landlord may claim money from the bond to pay for any repairs or cleaning required, or to cover unpaid rent. You should discuss and agree with the property manager or landlord on how the bond will be paid out. Once an agreement is met, you can use the RTA's [Bond Refund Web Service](#) to request a full bond refund. Tenants do not need the property manager or landlord's approval to claim the bond at the end of the tenancy, however if they do not agree on the amount to be refunded, there will be a delay in processing.

Information in this sheet was collated by Kyabra Community Association in December 2020 and updated in April 2026. Further information is available from:

- Residential Tenancies Authority www.rta.qld.gov.au
- Tenants Queensland www.tenantsqld.org.au

A variety of free moving checklists are available online and may provide additional tips not included here.