

Moving Out of Your Rental Property: A Tenant's Vacate Guide

Moving Out of Your Rental Property

At Mareeba Property Management (MPM), we want to make the process of moving out of your rental property as straightforward as possible. Whether you are planning to break your lease early or your current lease is approaching its end, it is important to notify our office, complete the required paperwork and prepare the property before returning your keys.

Please read the following information carefully to help you understand the steps involved in vacating your rental property.

1. Want to Break Your Lease Early?

If you wish to vacate your rental property before your current fixed-term lease expires, please contact our office by emailing rent@rentmpm.com.au or visiting us in person to request a **Tenant Vacate Pack**.

You must complete and return the **Notice of Intention to Leave (Form 13)**, including the required signatures, date and your intended vacate date.

MPM will not commence processing your vacate request until we have received your completed and signed Form 13. Your intended vacate date must also comply with the applicable minimum notice requirements. The notice requirements and any costs associated with ending your lease early will depend on your circumstances and tenancy agreement.

Please do not assume that advising us verbally, by telephone or by email alone replaces the requirement to submit the appropriate notice form.

Important: Breaking a fixed-term lease early may result in reletting costs and other outstanding tenancy amounts. Please contact our office if you would like to discuss your circumstances before submitting your notice.

Read the RTA's information about [Notice of Intention to Leave – Form 13](#) and [reletting costs](#).

2. Is Your Current Lease Coming to an End?

If your fixed-term lease is approaching its expiry date and you do not wish to renew or sign another lease, please email rent@rentmpm.com.au as early as possible to let us know.

This allows MPM to begin planning the advertising and reletting process, where appropriate, and provide you with your **Tenant Vacate Pack**.

Your Vacate Pack contains important information about preparing the property for handover, the cleaning and maintenance expectations, the key-return process and your **Exit Condition Report (Form 14a)**.

You must still provide the appropriate written notice, even if you intend to leave at the end of your fixed-term agreement. The applicable notice period must be followed.

Please do not leave notifying our office until the last minute. Early communication helps us coordinate the next steps and minimise unnecessary delays.

3. Your Property Must Be Returned in the Required Condition

When vacating, you are generally required to return the property in the same condition it was in at the beginning of your tenancy, allowing for fair wear and tear.

Your original Entry Condition Report and entry photographs are important references when assessing the condition of the property at the end of your tenancy.

This includes the interior and exterior of the property, as well as any furniture, appliances or other items supplied with the rental.

Cleaning checklist listed in vacate pack

Before returning your keys, ensure the applicable cleaning is completed.

The property should be left clean and ready for the outgoing inspection. Please use your Vacate Pack as your room-by-room checklist.

4. Pets, Tick and Flea Treatment

If you kept pets at the property, a pest treatment is required under an applicable agreement or condition, the treatment must be completed before the property is handed back.

Please retain your receipt or other proof of treatment and provide it to MPM with your vacate documentation.

5. Carpets, Upholstery and Furnished Properties

If your property has carpets, or was rented with supplied furniture such as couches and mattresses, please refer to your Entry Condition Report, tenancy agreement and Vacate Pack for the applicable cleaning requirements and it must be completed before you return the keys.

For example, where carpets, mattresses or upholstered furniture were supplied clean at the beginning of the tenancy, they must be returned in the same condition, allowing for fair wear and tear. If professional steam cleaning or another appropriate cleaning method is needed to achieve that condition, arrange it before handover.

6. Supplied Items and Furnishings

If your rental property was supplied with items such as pillows, mattress protectors, shower curtains or other household inclusions, check your Entry Condition Report and Vacate Pack to confirm which items were provided and their condition at the start of your tenancy.

Where the applicable tenancy terms require replacement of consumable or supplied items, ensure the required replacements are completed before returning the keys. For example, if an item must be replaced under the agreed tenancy conditions, it should be replaced with an equivalent appropriate item & receipts supplied to MPM office.

7. Repairs, Damage and Outstanding Items

Before moving out, check the property for damage or outstanding maintenance issues.

- Report any damage to MPM as soon as possible.
- Attend to tenant-responsible damage and other obligations in accordance with your tenancy agreement.
- Remove all personal belongings and rubbish.
- Return all supplied keys, remotes, access cards and other access devices.
- Ensure any agreed cleaning, treatments or repairs have been completed before handover.

Please remember that fair wear and tear is different from damage. The condition of the property will be assessed against the Entry Condition Report and other relevant evidence.

8. Complete Your Exit Condition Report

Your Tenant Vacate Pack will include information about completing the **Exit Condition Report (Form 14a)**.

Complete the report as accurately as possible and return it to MPM when you hand back the property. Take clear photographs of the property's condition as an additional record.

The exit report should record the condition of the property at the end of the tenancy. MPM will also conduct the vacate inspection and compare the property's condition with the original Entry Condition Report, taking fair wear and tear into account.

For more information, read the RTA's [Exit condition report guide](#).

9. Rent, Water Charges and Returning Your Keys

Your tenancy responsibilities do not end simply because you have moved your belongings out.

Before handover:

- Ensure rent is paid up to the applicable end date of your tenancy.

- Attend to any outstanding amounts lawfully payable under your tenancy agreement, including applicable water consumption charges.
- Remove all personal belongings and rubbish.
- Return all keys and access devices to MPM as arranged.
- Provide any outstanding vacate paperwork, cleaning receipts and treatment invoices.
- Provide your forwarding contact details where requested.

Please ensure all required cleaning and other applicable vacate tasks are completed before returning your keys. If you believe something cannot be completed on time, contact MPM as early as possible to discuss the situation. Do not assume that returning the keys means you can return later to finish cleaning or collect belongings.

For more information, visit the RTA's [Rent, keys and other information](#).

10. What Happens After You Vacate?

Once the keys have been returned, MPM will arrange the vacate inspection and assess the property against the original Entry Condition Report, photographs and relevant tenancy records.

If any issues are identified, we will review the circumstances and supporting information to determine the appropriate next steps.

Your rental bond is not automatically forfeited when you move out. Any proposed bond deductions must be handled in accordance with Queensland tenancy legislation and the applicable bond refund process.

For further information, visit the RTA's [Bond refunds guide](#).

11. Breaking Your Lease Early – Possible Costs

If you need to leave before your fixed-term lease expires, please contact MPM as soon as possible so we can explain the process and the requirements relevant to your agreement.

Depending on your tenancy agreement, when it was entered into and how much of the term remains, reletting costs may apply. Other outstanding amounts, such as unpaid rent, applicable water charges or tenant-responsible damage, may also need to be addressed.

For eligible fixed-term agreements entered into on or after 30 September 2024, Queensland has specific rules for calculating reletting costs. Different rules may apply to older agreements and longer fixed terms.

You can read the RTA's current guidance here: [Reletting costs](#).

12. Need Your Tenant Vacate Pack?

Whether you are breaking your lease early or choosing not to renew an upcoming lease, please contact MPM before making your final moving arrangements.

Email: rent@rentmpm.com.au

Visit us: Mareeba Property Management
Shop 18A, 135 Byrnes Street, Mareeba QLD 4880

Office hours 9am – 5pm.

Request your Tenant Vacate Pack, complete the required notice and follow the instructions provided to help ensure a smooth handover.

Mareeba Property Management — helping tenants understand the vacate process and prepare for a smooth handover.

Disclaimer

This guide is provided for general information purposes only and is not an exhaustive list of tenant responsibilities. It does not replace or override the terms of the tenancy agreement or the Residential Tenancies and Rooming Accommodation Act 2008 (Qld), as amended.

Tenants should not undertake repairs, maintenance or tasks involving safety risks, specialist skills or working at heights unless it is lawful and appropriate to do so. Any maintenance concerns or damage should be reported to the property manager as soon as reasonably practicable.

A tenant may be responsible for damage or loss where liability is established under the tenancy agreement and applicable legislation, including where a failure to report an issue or take reasonable steps contributes to avoidable damage.

This guide does not alter the legal rights or responsibilities of tenants, property owners or the managing agent under Queensland law. Where there is any inconsistency, the applicable legislation and tenancy agreement prevail.