

PROPERTY STANDARDS

HOUSING & HOMELESSNESS

Every Story Matters.



At the commencement of your tenancy the property was handed to you in safe, clean and reasonable condition. You must hand the property back to us in the same condition to make sure you get as much of your bond back as possible.

These are the requirements:

Outside your home

Please make sure:

Garden & Lawn

- The garden or yard does not get overgrown (this includes mowing the grass and disposing of any rubbish or objects);
- You water your lawns and gardens in accordance with water restrictions;
- You cut back any shrubs, plants, hedges and bushes;
- You remove any weeds;
- You remove any grass growing into the garden beds;
- You remove any pet droppings and fill in any holes in the garden made by your pets;
- You keep the driveway, garage or carport clean and tidy and remove any oil stains;
- You remove any cobwebs;
- You repair any damage you cause to the sprinklers or the sprinkler pipes; and
- You empty your letterbox regularly and empty your bin on bin day.

Gutters

- There are no items on the roof;
- You tell us about any problems with gutters not draining properly or vegetation growing in gutters; and
- The drain covers are intact and no objects have been put into the drains.
- Fencing & Gates
- Fencing is not damaged and is intact; and
- Gates are working and can be closed securely.

Inside your home

Please make sure you regularly:

General

- Clean all furniture, removing any marks and/or debris;
- Clean all doors, removing any marks;
- Clean all ledges and skirting boards, removing any marks;
- Clean all door woodwork;
- Clean all light switches and sockets;
- Clean the outside of smoke detectors;
- Clean inside all light covers (if accessible);
- Sweep and wash all hard floors;

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- Vacuum any carpets and remove any stains;
- Clean all internal store cupboards and built-in wardrobes;
- Conduct quarterly smoke alarm checks;
- Conduct monthly RCD (what is this?) checks;
- Remove any cobwebs; and
- Treat pest infestations.

Bathroom

- Clean all toilets, baths and basins and keep them free from limescale/soap scum, undamaged and in good working order;
- Clean all fixtures, including mirrors, shower screens, hand and towel rails, shower heads and taps and make sure they are fixed appropriately and in good working order;
- Keep any plugs and chains fitted;
- Clean the exhaust fan cover; and
- Use the extractor fan in your bathroom to reduce the risk of mould.

Doors

- Ensure all internal doors are fitted and undamaged, including door stoppers;
- Ensure all doors open and close freely; and
- Ensure all glazed panels are free from cracks or breaks.

Windows

- Ensure all fly-wire is free from damage;
- Wash all windows, tracks and fly-screens when necessary, including sliding door tracks;
- Ensure all windows open and close freely;
- Keep any glass free from cracks and breaks; and
- Do not place aluminium foil on your windows.

Walls

- Keep the walls free from any damage;
- Seek permission before hanging or erecting anything on the walls; and
- Remove any fingermarks, grease marks and food marks.

Kitchens

- Clean the worktops and keep them free from scratches, cuts, burn marks and chips;
- Clean the storage cupboards and make sure they are in good working order;
- Let us know if the sink or taps have leaks or blockages;
- Check that all cupboard doors and drawers open and close easily;
- Keep all cupboard doors and drawer free from damage;
- Keep any sink plugs and chains fitted; and
- Clean the stove and oven, removing any grease and grime.

What happens if my home doesn't meet these standards?

We operate under the Residential Tenancies Act 1987. The property standards must be met if you want to:

- Maintain your tenancy; and/or
- Get all of your bond back (cleaning or repair costs may be taken out of your bond if the above standards have not been met, so that the property can be handed to the next tenant in good condition).

If you need help to maintain the standards or need more information, please let us know and we will do everything we reasonably can do to support you. Contact your Tenancy Officer or your Support Worker who will be able to help you.

We can also help refer you to other agencies for support if you are unable to maintain these standards due to a disability or vulnerability.



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Office hours
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If you are deaf, or have difficulty speaking or hearing English,
we are committed to helping you to access our services.

Accordwest acknowledges the Australian Aboriginal and Torres
Strait Islander peoples as the first inhabitants of the nation and
traditional custodians of the land we live, learn and work.



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