

Maintaining Rental Standards: A Tenant's Guide for Gold Coast Apartment

Emily Johnson
Bond University, Gold Coast

Abstract

Maintaining a rental property to the highest standard is essential for tenants who want to protect their bond and enjoy a stress free tenancy. This guide provides practical advice for tenants in Gold Coast apartments, covering daily maintenance, cleaning routines, eco friendly habits, and preparing for inspections. It also highlights how professional services can assist in keeping a property in excellent condition. By following the strategies outlined in this guide, tenants can ensure their apartment remains well maintained, meet landlord expectations, avoid disputes, and make their living experience more enjoyable and sustainable.

Getting Started

Before diving into the specifics of apartment maintenance, it is important to understand your responsibilities as a tenant. Familiarize yourself with your tenancy agreement and the expectations set by your landlord or property manager. Take time to assess the current condition of your apartment and create a simple routine for cleaning and upkeep. This guide will walk you through the essential steps for daily care, deep cleaning, sustainable living, and preparing for inspections. By starting with a clear plan and understanding your obligations, you can maintain your apartment efficiently and protect your bond.

Understanding Your Tenancy Agreement and Inspection Criteria



There are a variety of things property managers/owners and prospective tenants/residents should consider before starting a tenancy. These things range from personal circumstances to

your responsibilities under the Residential Tenancies and Rooming Accommodation Act 2008 (the Act), including special terms in rental agreements and minimum housing standards.

Under the Act, all rental properties must meet minimum housing standards, which aim to ensure all Queensland rental properties are safe, secure and functional. It is crucial that all property managers/owners and prospective tenants/residents are familiar with them.

Property managers/owner considerations

Before deciding to rent your property to a tenant/resident there are several things to be aware of.

Whether you choose to manage the property yourself or employ a real estate agent to act on your behalf, the Residential Tenancies and Rooming Accommodation Act 2008 (the Act) applies.

- Your rental property must meet minimum housing standards in addition to ensuring:
- the property is clean and in good repair
- locks and security devices are in good working order
- there is a full set of keys for one tenant/resident and entry keys for all other tenants/residents
- there are contact details for emergency repairs in the tenancy agreement
- you decide if you will take a bond from the tenant/resident
- the property is water efficient if you decide to charge for water consumption.

Reporting concerns

Prospective rental properties can be reported using the Report an advertised rental property for repair concerns form if the premises does not appear to meet minimum housing standards. The RTA's Compliance and Enforcement team will review the report and take further action if required.

Special terms

Consider if it would be beneficial to include any special terms in the tenancy agreement. A special term is an additional condition that applies throughout the tenancy. Any special terms should be discussed and agreed to before the tenancy agreement is signed. It is important to note that special terms cannot be inconsistent with the Act and it is an offence to enter into a contract which tries to avoid provisions of the Act.

Useful information

You can find information specifically for property managers/owners under forms and resources, including the Managing general tenancies in Queensland guide.

Application Form: Property managers/owners are required to use a standardised tenancy application form for residential tenancies. This form ensures compliance with the Residential Tenancies and Rooming Accommodation Act 2008 (the Act) and the Residential Tenancies and Rooming Accommodation Regulation 2025.

Prospective tenants/resident considerations

Before choosing to enter into a tenancy agreement you should first view the prospective rental property you would like to apply for. During inspection it is important to determine if the property meets your needs and is suitable for your lifestyle.

- Some things you may like to consider include:
- Is the property the right size?
- Is it in the right location for work and social activities?
- Is it suitable for pets or children?
- Can you maintain the property? (e.g. can you look after a pool, or large garden?)
- Does the property have the facilities you need? (e.g. does it have a broadband connection? If not, can it be added and who will pay for these services to be made available?)
- Will you have to pay for water usage?
- In a rural property, will you need to refill the water tank in dry weather?
- Will there be additional costs for occasional garden maintenance? (e.g. disposing of green waste, tree pruning.)
- In a caravan park, will there be extra site costs?
- If there are gas bottles, will they be filled at the start of the tenancy and will a receipt be provided?
- Does the property have the level of security you require? (e.g. screens on windows.)

Reporting concerns

If, during an in-person or online inspection, you believe a property does not meet minimum housing standards, it is important to report this using the Report an advertised rental property for repair concerns form. The RTA's Compliance and Enforcement team will review the report and take further action if required.

Special terms

Before signing the tenancy agreement for your chosen property, you should read the prospective General tenancy agreement (Form 18a) thoroughly. It is important to ask questions if you do not understand something within the agreement, such as additional conditions known as special terms.

Special terms should be discussed and agreed on before signing the tenancy agreement, which is a legally binding contract. Special terms, which cannot be inconsistent with the RTRA Act, often relate to garden and pool maintenance, water charges and even what parts of the property you as a tenant do and do not have access to. It is important to note that it is an offence to enter into a contract which tries to avoid provisions of the RTRA Act.

Daily & Weekly Maintenance Checklists for Your Apartment



- A regular maintenance schedule will help you to prevent or identify problems early.
- Develop an annual schedule to check and maintain the inside and outside of your home.
- Get expert advice and services where needed, especially for specific problems such as leaks, cracks and settlement, damp, salt, or termites.
- If you have an older home, it may include hazardous materials, such as asbestos or lead paint. Do not try to remove hazardous materials yourself. Get expert advice. Sometimes the best course of action is to seal the material, rather than removing it.

General maintenance

Repairs and maintenance extend the life of your home, improve its liveability and reduce health risks. With advice from a builder or designer, create a repair and maintenance schedule that prioritises urgent concerns and prevents larger problems from developing. Some of the examples listed below may require advice and repairs by a suitably qualified professional.

Outside your home:

- Check external painting and touch up as required.
- Repair or seal broken glass and windows with air leaks to reduce draughts and heat loss. Repair windows that are jammed or ‘painted closed’ and make them operable to improve cross ventilation. A variety of sealing strips, tapes and seals are available from hardware outlets.
- Protect and restore old windows and joinery.

- Check subfloor areas for dampness. Divert groundwater and provide additional subfloor ventilation where existing ventilation is inadequate.
- Check and replace corroded sacrificial anodes in hot water tanks, and check the pressure release valve for operation and leaks.
- Install, repair or replace insect screens to encourage natural cooling and ‘night purging’ in hot weather.
- Replace insulation that has been moved or damaged in ceilings and fill insulation gaps. Older insulation can settle and loses its insulating properties. Check the depth and ‘loft’ and replace as necessary.
- Replace cracked roof tiles and repair roof ridging, if necessary.
- Clean gutters regularly and check for leaks. Ensure adequate fall to drainage outlet.
- Trim trees and shrubs away from the house.

Inside your home:

- Check fridge door seals and replace if necessary. If your fridge is not energy efficient, now might be the time to upgrade to one with a high energy star rating.
- Install smoke detectors in correct locations and check the batteries in them.
- Check for air leaks. Fit dampers to chimney flues (or insulate if unused), seal around windows and doors, and fill cracks and gaps to reduce draughts.
- A thermal imaging camera can help to detect water leaks, shifted insulation and other issues. A qualified professional can assist.
- Have your heating and cooling systems checked and maintained by a qualified professional.
- Paint and repair walls and ceilings with low-VOC (volatile organic compound) paints to improve amenity and air quality.
- Consider replacing doors so you can ‘zone’ areas to control heat flow.
- Remove worn carpets, which can be a source of dust mites and allergens.

Specific problems

Leaks

Leaks can quickly lead to significant damage.

- Roof leaks are often best detected when it is raining, because you can trace the water from the wet spot back to the source. Replace loose roof fixings and seal holes with silicone or bitumen-backed tape and a heat gun (do it yourself, or get a builder).
- Cavity wall leaks are often caused by failed cavity capping or flashings and blocked weepholes along the base of the wall or over windows and door openings. Replace flashings (get a plumber and bricklayer), clear weepholes, and remove and replace bricks where necessary to get rid of debris and mortar droppings (do-it-yourself, or use a bricklayer).
- Floor leaks can commonly be traced to leaking pipes or to moisture under concrete slabs being forced up through cracks and fissures by hydrostatic pressure. They can be

rectified by repairing or replacing drainage (use a plumber) or installing adequate, up-slope groundwater drainage or diversion (get professional advice).

- Shower recesses may be a source of leaking if waterproofing is inadequate or has been damaged. Check and repair if necessary (get a waterproofing expert or qualified tradesperson).
- Check water supply and drainage pipes for signs of rust and/or leakage. Repair or replace as necessary and, while you are there, insulate exposed hot water pipes (get a plumber).

Cracks and settlement

Cracks and settlement can be cosmetic or an indication of more serious structural problems.

Common causes are:

- ‘heave’ (soil expanding and pushing the ground upwards) of reactive (clayey) soils
- slip by unstable or disturbed soils
- settlement (compression and sinking of the ground) under poorly prepared footings
- variable soil moisture content causing uneven foundation swelling or heave due to drying by tree roots
- poor drainage.

Seek professional advice from an engineer before repairing. Sometimes repairs can act as wedges and increase structural damage when foundations swell in the next wet or dry season.

Rectification can involve underpinning of footings to provide better support or piercing to ensure that each section of the building is supported by material with similar bearing value (that is, it all moves by the same amount). Sometimes, underfloor drainage is required to ensure that internal walls bear on material with similar moisture content to the sun and wind-exposed external walls, to create even heave. Control joints that accommodate movement while remaining sealed may be required, if even heave is not achievable.

Damp

- Damp in a home can cause poor indoor air quality as well as mould, mildew and rot. This can increase the risk of health problems and shorten the lifespan of your building. Damp can be caused by:
- condensation, commonly due to inappropriate insulation, poor ventilation of bathroom and kitchen areas or use of inappropriate unflued heaters. Address this by installing insulation and building membranes correctly, improving ventilation levels and installing externally vented exhaust fans and appropriate heating.
- underfloor and wall cavity moisture, caused by poor subfloor ventilation or ground clearance, excess moisture (leaking flashings, pipes or plumbing) or condensation build-up. Check subfloor and cavity wall vents to make sure they are not obstructed by previous additions, garden beds, mulch build-up, or nests of insects or other pests. Install additional vents as required. Repair leaking pipes and divert stormwater.

rising damp occurs in the absence or breakdown of damp-proof courses in masonry. If left untreated it will rot timbers that are in contact with the masonry and cause structural failures. Leaking shower recesses are a common problem in homes built from the mid 1970s, commonly because of movement in timber structures and failure of waterproofing membranes. Rising damp can be permanently removed by a specialist company, and do it yourself kits are also available, preferably for use at the outset of renovations.

Deep Clean & Move Out Preparation: Avoiding Last Minute Rush



Effective cleaning management systems need suitable cleaning methods, schedules, equipment, trained cleaners and reliable communication and consultation.

Assess the risk

While good cleaning reduces contamination, bad cleaning increases contamination.

Check your workplace for any of the signs that indicate a poor cleaning system:

- floors are not fully dry and can be accessed
- spills and contaminants are left unattended
- a build-up of cleaning product residues (reduces slip resistance)
- cleaning equipment and cords left across walkways
- cleaning is ad hoc, unplanned and reactive
- poor, inappropriate or dirty cleaning equipment used
- incorrect cleaning products and procedures.

Decide on control measures

There are a range of strategies that have been proven to control the risk of slips, trips and falls, while also leaving floors and other surfaces clean and free from contaminants. The best cleaning requires a combination of important elements, as listed below.

Cleaning methods:

- leave a clean and dry surface, free from moisture or dry waste – e.g. 'clean-to-dry'
- do not leave a build-up of cleaning products

- maintain the slip resistant properties of the floor/surface (if non-slip flooring)
- are based on advice from the flooring supplier
- are tailored to the specific flooring and contaminants – i.e. type and concentration of chemicals etc. For example, the time detergent is on the floor has been shown to have a significant effect on cleanliness. It is also noted that flooring that is slip resistant can be cleaned to be as hygienic as other flooring.

Cleaning schedules:

- are systematic and well planned
- have routine daily cleaning conducted during quiet/slow periods
- include periodic deep/comprehensive cleaning
- provide a rapid/urgent response to spills
- include indoor and outdoor areas
- include customer/visitor areas
- accommodate for periods of bad weather.

Cleaning equipment/products:

suited to the task, environment and the users

don't spread the problem (e.g. paper-towel instead of wet mop for small spill, or 'spill-kit' materials for oil leaks, spill stations where resources are kept etc.)

includes barriers and signs to keep people off any wet areas if 'clean-to-dry' is not possible.

Personnel responsible for cleaning:

- cleaners are trained, equipped and supervised to do routine cleaning
- all workers assist in spot cleaning/spills management
- supervisors are trained and able to oversee work practices
- workplace visitors and others encouraged to report hazards where appropriate.

Details regarding the correct cleaning system may be provided in a Safe Work Method Statement or other procedural guidance.

When it's time to prepare for inspection or move out, specialised services such as Bond Cleaning In Gold Coast offer thorough end of lease cleaning in Surfers Paradise that cover difficult to reach spots and ensure your rental meets the required standard.

Know More: <https://www.bondcleaninggoldcoast.com.au/surfers-paradise/>

Cleaning methods to consider

The cleaning method you use will depend on a number of factors. This is best decided in consultation with the flooring and cleaning equipment suppliers based on the workplace's requirements. A combination of methods may be used across the workplace. The following table is from a review of cleaning options for health settings, and may be relevant to other similar settings.

Cleaning management

Correct and timely floor cleaning is a major part of reducing slips. Cleaning using the wrong methods and/or wrong chemical solutions can make surfaces slippery and can reduce the slip-resistance of some flooring. For example polish can build up and some methods can leave excessive residues. Talk to your cleaning manager or contractor and/or flooring supplier to ensure that the cleaning methods are working well for all areas.

Effective systems also ensure that staff, contractors and others are aware of and follow their roles and responsibilities in slips and trips prevention.

As part of the risk assessment, check that:

- cleaning methods for all floors and paths are fully specified and recorded or updated
- cleaning contractors have been instructed on the required methods and standards
- cleaning is scheduled when there is minimum foot traffic in the area
- workers have been provided with training in the procedures for dealing with slip, trip and fall hazards
- accountability for floor quality and housekeeping is clearly specified and known by all staff
- supervisors have been adequately trained and are able to appropriately supervise work practices
- a reliable spot cleaning system is in place and known by all staff.

Keeping Outdoors, Shared Areas & Building Facilities in Good Condition



Building design and standards

As early in the planning and design stage as possible, factors specific to the individual layout of the premises and facilities should be considered in consultation with the architect, developer, planner and building practitioner.

The approved provider's certifier or relevant building practitioner is responsible for assessing physical building work, including alterations or repairs, against the Building Code of Australia (BCA), available through the Australian Building Codes Board website [External link](#). Approved providers should engage early with their building practitioners about the requirements of the Education and Care Services National Regulations (National Regulations) for a proposed development, building works or any building code issues.

Standards relevant to education and care services as outlined in the BCA include:

kitchen facilities

- bath, shower-bath, showers
- laundry facilities
- bench-type baby bath
- number of toilets and hand basins
- window sill heights
- fencing and barriers.

Physical environment considerations

Approved providers must ensure that their service premises meet the physical environment requirements under National Regulations 84A and 103-117, including:

- sleep and rest (regulations 84A-C)
- premises, furniture, materials and equipment (regulations 103 and 105)
- fencing (regulation 104)
- laundry and hygiene facilities (regulation 106)
- unencumbered indoor and outdoor space (PDF, 1.4MB) (regulations 107 and 108)
- toilet and hygiene facilities (regulation 109)
- ventilation and natural light (regulation 110)
- administrative space (regulation 111)
- nappy change facilities (regulation 112)
- outdoor space—natural environment and shade (regulations 113 and 114)
- premises design for supervising children (regulation 115)
- glass (regulation 117) (family day care services only).

They must also consider the National Quality Standard, in particular Quality Area 3—Physical environment [External link](#).

To assist approved providers, the Regulatory Authority has prepared the following guidance for designing the physical environment. This is not an exhaustive or prescriptive list of considerations. Approved providers need to seek expert advice from their architect and building certifier to ensure all relevant building standards, codes and standards, as well as the requirements under the National Regulations, are met.

Fall risk areas

Fall risk areas are those where there is a risk of children falling from built areas above ground level and on natural, unimproved land where there is a sudden drop in height, including:

- decks, balconies and verandahs
- mezzanine floors
- openable windows without secure screens
- stairways, ramps and access pathways to buildings including retaining walls
- children's outdoor playground structures, such as forts.

Although the Building Code of Australia has balustrade and stair design requirements, under the National Law, approved providers must ensure balustrades and stairs at a building's entries and exits are safe and suitable for children. This includes child-height handrails installed at any entry, exit and emergency evacuation stairs, and a balustrade of a design and height that children cannot climb or fall over.

The Regulatory Authority recommends a minimum 1.8m balustrade height in areas regularly used by children. A 1.5m balustrade may be sufficient for areas children only use in emergencies (e.g. fire evacuation stairs), but approved providers should follow evacuation procedures (e.g. additional staff supporting children to use the stairs).

Barriers including balustrades, handrails, guardrails, infills and window protection devices such as security screens may prevent children from falls and injuries. When selecting 1, consider:

- the height from decks (including those on outdoor play structures), balconies, verandahs, mezzanine floors and windows to ground level (e.g. whether a potential fall of 4m requires a different barrier compared with a 1m fall risk)
- whether the design prevents climbing (e.g. whether it has non-climbable arcs outwards from the top of the balustrade and no footholds)
- how to safely use furniture and play equipment on decks, balconies, verandahs and mezzanine floors (e.g. whether children can move play equipment and climb over the barrier)
- ensuring adequate staff supervision of children, particularly in areas above ground level
- installing a second, lower handrail for extra stability and support for children in stairways but one that does not create a ladder

- installing protection devices such as security screens on openable windows in external walls where there is a significant drop to ground level and where the window opening is at a climbable height for children.

Fencing for outdoor spaces

When choosing a fencing option, all approved providers should consider:

- children must not be able to climb the fence using footholds in situations where, for example
- the design of the fence allows it to be used as a ladder
- objects, such as play equipment, have been placed against the fence or attached to it
- a tree stump or branch is located in such a way that it could be used to climb the fence
- choosing a fence with a flat-top profile (rather than a loop or spike top profile) to reduce the risk of head or neck entrapment/hanging
- ongoing safety checks of fences and barriers should form part of the risk assessment developed by the approved providers and used by the educators
- approved providers are encouraged to regularly review the design and maintenance of all boundary fencing
- if an educator fails to adequately supervise the children, those preschool-aged and younger should not be able to leave the premises unaccompanied or undetected
- the excursions and regular outings provisions are not to be used as substitutes for accessing an outdoor space at premises where the fence does not comply with regulatory requirements
- although safety is paramount, fencing should also allow children to view the outside world, where possible, to connect them with the activities of their surrounds.

Read the fact sheet—fencing playspaces (PDF, 1.6MB) [External link](#) from Kidsafe Queensland for more information.

Approved providers of centre-based services should consider other applicable legislation, building codes and standards. For example, the Building Code of Australia specifies fencing requirements that must be provided around an outdoor play space in an early childhood centre. The code's definition of an early childhood centre excludes education and care primarily provided to school-aged children in outside school hours settings.

In assessing the adequacy and ongoing maintenance of the fence, approved providers of family day care services should consider:

- some fencing material may present a specific climbing risk unless physical adjustments are made to it or access is denied to it (e.g. flexible chain wire, rigid wire mesh or horizontal slats)
- in some cases, a fence made from chain wire or rigid wire mesh may not pose a risk because children are unable to access it. This may be because

- dense vegetation is planted so closely to the fence and is of such a height that children cannot access the fence or use the vegetation as a platform to climb
- the chain wire may be covered with tightly fitted material in such a way that a child could not use the gaps in the wire to gain a foothold. In this case, the condition of the material would need to be checked regularly to ensure it is kept taut and in good repair so that it continues to prevent children from climbing the fence.

Sustainable Living & Eco Friendly Habits for Apartment Rentals



More than a third of Australians live in rented accommodation. There are some things you can't change when you rent. There are still ways to reduce your bills and improve efficiency. Some of the most effective steps involve small changes to your daily habits. Some have no financial cost to you.

This guide shows you where you're using water and energy. It has a range of ways you can reduce these and save money.

Small steps can mean big savings

The following simple actions could save a household of 4 up to \$650 a year.

- If you've got a second fridge or freezer, getting rid of it could save from \$85 to \$250 a year.
- Using the clothesline instead of the dryer once a week could save \$85 a year.
- Installing a water-efficient 4-star showerhead could save \$315 a year on water bills. You'll also save on your energy bills because less water will need to be heated.

These amounts are a guide. Savings will vary depending on the age and type of your appliances and the size of your home. The climatic zone you live in and the energy prices you pay will also impact on your savings.

Energy saving ideas for the whole house

Appliances

Appliances can account for around 30% of your home energy use. These include white goods, entertainment devices and cooking appliances. The appliances you choose and the way you use them change your energy use and bills.

If you're in the market for a new appliance, think about purchasing an energy-efficient model. Look for the Energy Rating Label, and compare it to similar models using the Energy Rating Calculator. The more stars the more energy and money you can save.

Where a product does not carry an Energy Rating Label, you can estimate the running costs. You can work out how much they will cost you each year. A more efficient model might cost a little more to purchase, but a less efficient product could end up costing more in the long run.

Landlords may be eligible for a rebate if they need to replace an appliance in your home. This could include showerheads, toilets, hot water systems and fridges. It's worth doing your research. Start with the rebates listed on our website.

Many appliances use power when left on, even if not in use. If it's got a little light or clock, it's using power. This can account for 3% of household electricity consumption. You can switch off most at the power point. Do not switch off fridges, freezers, security and medical equipment.

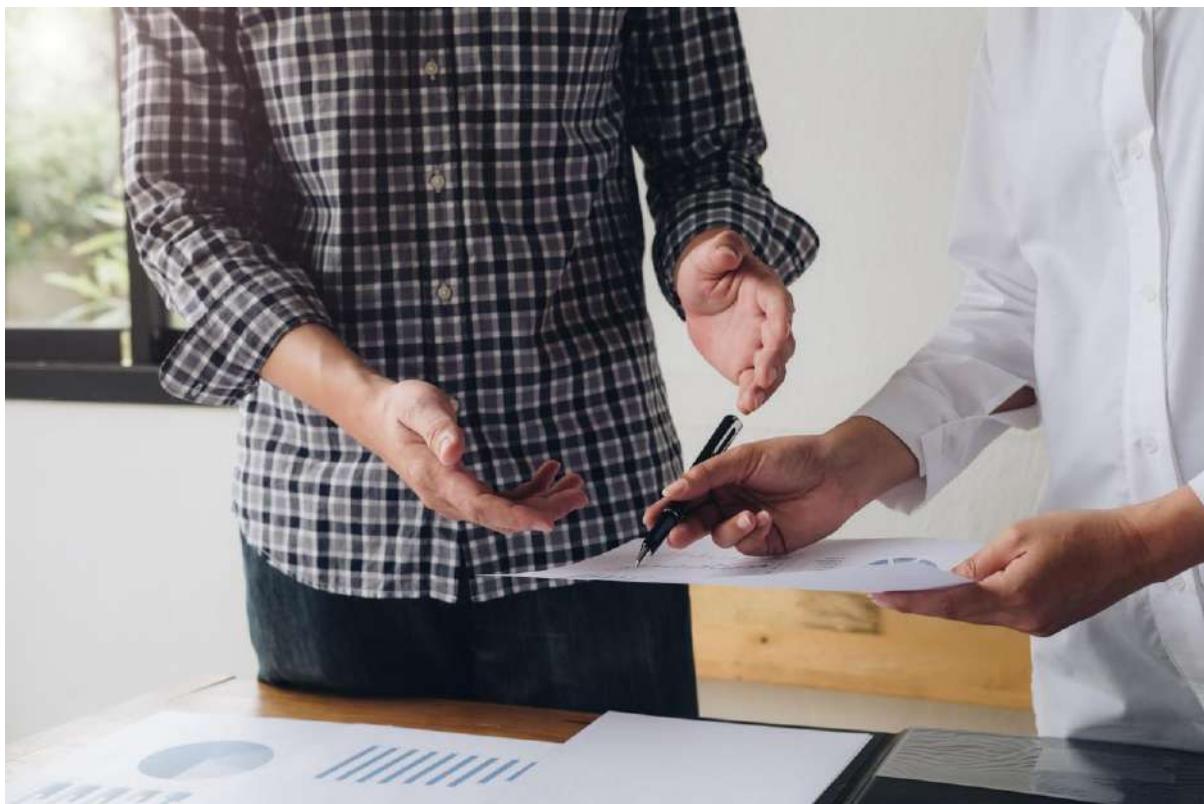
Heating and cooling

Up to 50% of home energy use goes to heating and cooling. Small changes to your air conditioning and heating habits can have a major impact on your household's energy bills.

- Control your climate. In winter, set your heating between 18°C and 20°C. In summer, set your cooling between 25°C and 27°C. For every degree you increase heating and cooling, you increase energy use between 5% and 10%. Shut doors and vents to unused areas. Only heat or cool the rooms you're using.
- Seal gaps and cracks to stop air leaking. This is a cheap way to cut your energy bill by up to 25%. Use a draught stopper to prevent air leaking under doors. Apply weather seals to windows, skirting boards, skylights and cornices. Check with your landlord or property manager before fitting any weather seals or covers.
- Prevent heat loss or gain with well-fitted curtains and blinds. They trap a layer of air next to the window. Open curtains in winter to let the sun in during the day and close them before it gets dark. Close curtains during the hottest part of the day in summer.

- Install temporary glazing. You can insulate windows cheaply with a transparent glazing film that helps reduce heat gain and loss. Check with your landlord before doing this.
- Harness the breeze. In summer make the most of natural airflow in the cooler parts of the day. Open windows to bring in the breeze and let the hot air out.
- Choose fans over (or with) air conditioners. Fans cost around 2 cents per hour to run. This is much less than air conditioners. Fans can reduce the temperature by 2°C or 3°C. Fans circulate air and can improve the effectiveness of other cooling systems.

When Things Go Wrong: Repairs, Disputes & Bond Return Strategies



When you rent a place to live, you will usually be asked to pay a rental bond. In Queensland the Residential Tenancies Authority (RTA) holds bond money until you move out. The rules about the payment and refund of your rental bond are set out in the Residential Tenancies and Rooming Accommodation Act 2008(The Act). When you move out you can apply to the RTA to get your bond back. However, if you breach the agreement by owing rent, not leaving the premises clean, owe or damaging the premises, your lessor or provider may claim money from your bond.

What is a rental bond?

A rental bond is money you may be asked to pay as financial security when you rent a place. It is not compulsory for a lessor, agent, or provider to charge a bond. The Act sets out maximum bond amounts you can be asked to pay.

In Queensland all rental bonds must be lodged with the RTA during the tenancy. This applies to all residential bonds. It also includes bonds paid by boarders or lodgers. Even though on-campus university accommodation is not covered under the Act, bonds paid for this accommodation must be lodged with the RTA.

When the RTA receives your bond, they will send you a bond lodgement number by post or email. You can ring the RTA to check your bond is lodged. If the person you pay bond to fails to lodge your bond with the RTA, this is a serious offence. You can report this to the RTA. You will need to provide the RTA with a receipt, or other evidence that you paid a rental bond.

In residential tenancies you must be given a copy of the proposed tenancy agreement, before you can be asked to pay a bond, or other money for the tenancy (other than a key deposit). This does not apply in rooming accommodation.

How to avoid bond problems

- Read all documents carefully and never sign a blank or incomplete form.
- Check your bond is lodged with the RTA during your tenancy.
- When moving in, take photos and fill in the Entry Condition Report (RTA Form 1a) to record the condition of the premises. Keep a copy or scan/photograph the document.
- Use a Change of Bond Contributor form (RTA Form 6) if people on the bond change, or update bond details online.
- When moving out leave the premises clean, in a similar condition to when you moved in.
- Keep copies of cleaning receipts and take photos to show you have met your obligations.
- Use an Exit Condition Report (RTA Form 14a) to record the condition of the premises. Give a copy to the agent or lessor.
- Return all keys when you leave.
- Notify the RTA of your new address.
- On the day you move out apply to the RTA for your bond refund. You can either apply online (see details below) or use the Refund of Rental Bond Form (RTA Form 4). The RTA will act on the first bond refund claim they receive.

Bond receipts

- The person you pay bond to must give you a receipt when you pay your bond. The receipt must record:
 - The name and signature of the person receiving the bond
 - Your name, and the name of the lessor or provider
 - The address of the rental premises

- The date you paid the bond
- The amount of bond you paid
- If there are co-tenants, the amount paid by each tenant.

Keep your bond receipt in a safe place, along with your other tenancy documents. This receipt may be your only evidence you paid the bond. The person receiving your bond must keep their copy of the receipt for at least one year after your agreement ends.

RTA Web Services

The RTA has an online web service that allows tenants, residents, lessors, agents, or providers, to lodge rental bonds directly with the RTA, update contact details, update shared bond details, or apply for a bond refund at the end of the tenancy.

Queensland Digital Identity (QDI)

To register to use RTA web services you will need a Queensland Digital Identity (QDI). Previously this was known as a QGov account. For more information about how to create your QDI and verify your identity visit the QDI website.

You may have difficulty proving your digital identity online if you do not have the required Australian issued documentation. If you are unable to prove your details online, you have the option of proving your identity in-person at a Queensland Government customer centre. At the customer centre you can use a wider range of documents to prove your identity. For more information visit the QDI website.

You can find out more about how to access RTA online web services using your QDI by visiting the RTA website.

Conclusion

Maintaining your rental property is more than just meeting basic tenancy requirements; it is about creating a comfortable home and building a positive relationship with your landlord or property manager. By following regular cleaning routines, practising eco friendly habits, and addressing repairs promptly, tenants can protect their bond and ensure a smooth tenancy experience. Professional support, such as trusted cleaning services in Surfers Paradise, can make this process easier and more effective. With care, consistency, and responsibility, every tenant can enjoy a stress free and rewarding rental experience on the Gold Coast.

References

Understanding Your Tenancy Agreement and Inspection Criteria
<https://www.rta.qld.gov.au/before-renting/preparing-for-a-tenancy>

Daily & Weekly Maintenance Checklists for Your Apartment

<https://www.yourhome.gov.au/buy-build-renovate/repairs-and-maintenance>

Deep Clean & Move Out Preparation: Avoiding Last Minute Rush

<https://www.worksafe.qld.gov.au/safety-and-prevention/hazards/workplace-hazards/slips-trips-and-falls/cleaning>

Keeping Outdoors, Shared Areas & Building Facilities in Good Condition

<https://earlychildhood.qld.gov.au/regulation/licensing/building-standards-physical-environment-considerations>

Sustainable Living & Eco Friendly Habits for Apartment Rentals

<https://www.energy.gov.au/households/household-guides/life-stages-advice/renters>

When Things Go Wrong: Repairs, Disputes & Bond Return Strategies

<https://tenantsqld.org.au/factsheets/rental-bonds/>

