

THE EXIT PROCEDURE EXPLAINED (T048)

[Salutation],

RE: THE EXIT PROCESS & INSPECTIONS

Just a quick note to give you some information about the exit process that we will be following to facilitate your vacating your rental property and the refunding of your rental deposit.

Step #1 - Pre- Exit Inspection

We will arrange a pre-exit inspection with you at the property approximately 3 weeks before the end of your lease. At this inspection we will go through the property with you and advise of any matters that should be addressed to facilitate the full refund of your deposit. We can also answer any questions that you may have about our expectations on how the property should be left at the end of the tenancy to ensure that there are no misunderstandings in this regard.

Step #2 - Pre-Exit Inspection Report

We will provide you with a full pre-exit inspection report with our recommendations of any issues or matters that need to be addressed prior to the Exit Inspection. This will highlight any potential issues and help to avoid any misunderstandings and unnecessary disputes at the end of the lease.

This also gives you the opportunity to arrange for any required repairs, cleaning, garden cleaning, etc prior to the exit inspection.

Please note that if you do decide to undertake any repairs, it's important to note that these need to be done by suitable qualified persons and to an acceptable standard.

It's important to remember that your lease agreement, and the Rental Housing Act, require that the property is returned in the same condition that it was handed to you, save only for fair wear and tear.

Step #3 - Exit Inspection

The Exit inspection will be carried out together with you on the last day of your lease when we also need to get the keys back from you. This inspection documents the state of the property and the end of your lease and will be compared with the ingoing inspection to determine any deviations and any possible deductions from your damage deposit for damages.

You will not have any opportunity to correct any issues after / during the exit inspection – we will arrange any repairs required on behalf of the landlord and the cost of these repairs will be deducted from your deposit, as permitted in terms of the Rental Housing Act.

As required under the Rental Housing Act, the receipts for such repairs will be made available to you on request.

Please note that there is, further, no obligation on the Landlord to get any specified number of quotes, or to get any permission prior to arranging for such repairs after the end of the lease, which is why we do a pre-exit inspection to provide you with the opportunity to arrange for any required repairs prior to this inspection.

When will the Deposit be Refunded?

The deposit refund can only be processed after the conclusion of the Exit Inspection and after we have the Landlord's instructions to do so in writing.

We can confirm that the deposit refund will definitely be completed within the legally prescribed timeframe/s, being:

- 7 days AFTER the Lease End Date if the Exit Inspection Report confirms that the condition of the property is acceptable and no damages need to be repaired
- 14 days AFTER any required repairs are completed if damages, which are your responsibility to pay for, are noted in the Exit Inspection Report
- 21 days AFTER the Lease End Date if you do not attend the Exit Inspection

Further to the above, any amounts owing on your account, the cost of replacing lost keys, a provision for any outstanding utility accounts or any other bills for which you are responsible, etc may also be deducted and/or temporarily retained, if applicable.

Lastly, please note that the Landlord may elect to attend either, or both, of these inspections.

Please feel free to contact me if you have any queries in this regard.

[YOUR NAME]

[Your Title]

m [Your Mobile Number]

[Your Email Address]