

Renters and residents must keep the property in a reasonably clean condition.

When moving out, renters and residents must leave the property:

- reasonably clean
- in the same condition as when they moved in taking into account fair wear and tear.

If you sign a rental agreement from 29 March 2021, there are extra requirements for professional cleaning. Rental providers cannot ask renters to get professional cleaning unless the property:

- was professionally cleaned before the renter moved in
- is in a state that requires professional cleaning.

Professional cleaning means engaging a person whose paid occupation is cleaning or a person who has special expertise or skills in cleaning.

Cleaning to a professional standard means cleaning to a standard that is higher than 'reasonably clean', although not necessarily performed by a professional cleaner or a person who has special expertise or skills in cleaning.

What is expected of reasonably clean premises?

The following outlines examples of cleanliness that would be expected in premises which are 'reasonably clean':

- Cooking appliances including the oven, stove and range hood to be free of oil, grease, and food stains.
- Dishwasher to be clean, that is free from grease, grime, food scraps and any strong odours.
- Baths, showers, toilets, sinks and vanity units to be free from dirt/dust, stains, soap scum and mould caused by renter's failure to take care.
- Kitchen sink to be free from soap scum and food scraps.
- Mirrors to be free from dust, marks, and smears.
- Walls and skirting boards to be reasonably free of scuff marks, fingerprints, and dust.
- Floors to be washed and free from dirt, dust, and stains.
- Carpets free of pet hair, stains, and any strong odours (such as urine).
- Premises clear of personal belongings (at end of the rental agreement).
- Garden beds and lawns to be weeded and neat.
- Lawns to be mowed unless this is the specific responsibility of the Rental Provider.
- Windowsills free from dust and dirt.
- Windows, including the outside of any external ground floor windows, to be free from marks, smears, dust, and dirt.
- Curtains or blinds free from dust and stains.
- Cupboards emptied and free from dust and dirt.
- Heating ducts and exhaust fans to be clean and free of dust. Note, cleaning at heights may often be considered maintenance which is the responsibility of the Rental Provider. Renters are not expected to access ceiling fans where access may be dangerous.
- Rubbish removed and disposed of correctly.
- Shed or garage (where provided) to be kept neat, tidy and emptied at the end of the rental agreement.