

abandoned property

property address: _____

property owner: _____

tenant: _____

portfolio manager: _____ date: _____

abandonment date: _____ commencement date: _____

- | | Date | Initials |
|--|-------|----------|
| PM Record on TaskTracker™ | _____ | □ |
| PM Advise property owner by phone of suspected absconding tenant | _____ | □ |
| PM Confirm advise in writing to property owner | _____ | □ |
| PM Prepare letter and Entry Notice to the tenant | _____ | □ |
| PM Issue Entry Notice to tenant by way of hand delivery | _____ | □ |

AFTER 24 HOURS:

- | | | |
|--|-------|---|
| PM Enter and inspect property to confirm abandonment | _____ | □ |
| PM Contact property owner to confirm abandonment | _____ | □ |
| PM Advise property owner to contact their Landlord Protection Insurer of absconding tenant | _____ | □ |
| PM Prepare application for Court hearing to declare 'Abandonment' | _____ | □ |
| PM Record start and finish time for preparation and application | _____ | □ |
| Start time: _____ Finish time: _____ | | |
| PM Immediately and without delay lodge application with Court | _____ | □ |
| PM Log date and time of application lodgement | _____ | □ |
| Date: _____ Time: _____ | | |
| PM Prepare necessary documents for relevant Court/Dispute Resolution Hearing | _____ | □ |
| Or | | |
| PM Prepare Abandonment Termination Notice and attach to front door | _____ | □ |
| PM Attach Action Plan to property owner to keep them informed of progress | _____ | □ |
| PM Place tenant paper file on vacate rack | _____ | □ |

OFFICIAL HANDOVER DAY:

- | | | |
|--|-------|---|
| PM Change all locks at property (or codes if digital lock) | _____ | □ |
| PM Change remote control codes and security codes if applicable | _____ | □ |
| PM Check property to ensure all tenants belongings have been removed | _____ | □ |
| PM Check property to ensure digital solar registering power and note power usage | _____ | □ |
| PM Prepare official vacate procedures and TrackMate™ | _____ | □ |

IF TENANTS' GOODS REMAIN AT PROPERTY:

- | | | |
|---|-------|---|
| PM Arrange for disposal of tenants' goods if the following applies (mark applicable) | _____ | □ |
| <ul style="list-style-type: none"> • The goods are worth less than legislated value (if in doubt arrange second hand dealer to quote) - estimated value: _____ □ • Storing the goods will be unsafe - reason: _____ □ | | |
| _____ | | |
| <ul style="list-style-type: none"> • Storing the goods could substantially reduce their value - reason: _____ □ | | |
| _____ | | |
| <ul style="list-style-type: none"> • The cost of moving and storing the goods will be more than the proceeds gained from selling the goods - estimated cost: _____ □ | | |

Or

If tenants' goods remaining at property do not fit under any of the above categories

- PM Prepare detailed inventory of all remaining goods _____
- PM Arrange for removal and storage for 1 month _____
- PM Supervise removal of abandoned goods _____
- PM Diarize official date of disposal _____

And

Check to ensure the following personal documents have not been left at property

- Birth and/or Marriage Certificate Yes / No
- Photographs Yes / No
- Passports Yes / No
- Money Yes / No
- Banking, Tax and/or Rental Records Yes / No
- Items of a personal or sentimental value Yes / No

If any of above documents were found at property ,ensure either of below is satisfied

- Personal documents were handed directly to tenant

Name of person handed to: _____

Date of handover: _____

Time of handover: _____

Letter signed by tenant to acknowledge receipt of document/s: _____

Or

- Goods were delivered and lodged with the Office of the Public Trustee

Name of person handed to: _____

Date of handover: _____

Time of handover: _____

Forms signed and completed to confirm lodgement: _____

- PM Call property owner to confirm course of events _____
- PM Prepare official letter advising of events and outcomes to property owner _____
- PM Confirm call in writing (via email) and attach official letter _____
- PM Prepare necessary documentation for property owners' insurance claim _____
- PM Follow Vacating Tenant TrackMate™ _____
- PM Apply for full refund of security deposit if applicable _____
- PM Follow Security Deposit TrackMate™ _____

IF GOODS IN STORAGE NEED TO BE SOLD:

- PM Follow required procedures _____

IF PROPERTY OWNER SEEKS COMPENSATION:

- PM Prepare and lodge application for hearing with the Court _____
 - PM Follow required procedures _____
 - PM Log date and time of application lodgement _____
- Date: _____ Time: _____
- PM Invoice the property owner for all associated costs and fees _____
 - PM Deduct charges from property owner's funds held in trust _____

TrackMate™ verified for completion: _____ **Date:** _____

NB: If any item is not applicable write next to item N/A