

Thank you for choosing Defence Housing Australia (DHA) to look after your investment property. DHA requires all properties to be presented to a suitable standard prior to the handover and commencement of the lease. The following has been prepared as a guide for the handover of your property to DHA.



Handover inspection

What to expect?

- Allow up to two hours for the inspection
- The handover inspection requires the electricity to be connected
- An inspection of the 'Cleaning Guide and Checklist' items will be carried out
- A walk through of the property will be undertaken to ensure all fixtures and fittings are in working order and any required works have been completed
- A property condition report will be completed and agreed upon
- The Lease & Property Care contract will be signed

Handover tips

Tips to assist you in your handover inspection

- Ensure all landlord works have been completed in accordance to the Offer to Lease
- The property is to be cleaned to a professional standard in accordance with the cleaning guide
- Ensure the property has access to Internet connectivity
- Provide two full sets of keys and remotes for the property ensuring any wall mounted remotes are installed
- After the handover inspection, arrange for the final reading and disconnection of all utility services at the property
- Arrange mail redirection (if applicable)
- Ensure that any appliance manuals are available at the property

Insurance

To assist in the protection of your property

- Under the lease, it is a requirement that your property is insured
- DHA recommends seeking independent advice regarding your insurance needs

Rent

- DHA cannot process rental payments until your property handover has been completed
- The first month's rent payment will be in arrears and can take up to thirty (30) days from lease commencement



Online services

Complimentary service

- DHA has an on-line portal dedicated to property information, statements and reports
- You can expect to receive access to this service within ten (10) business days of the lease commencing
- Each landlord is required to have an individual email address to log in



Document checklist

DHA requires the following documentation one week prior to lease commencement

- Landlord information form
- Proof of ownership (eg. rates notice)
- Property/builders plans
- By laws (if applicable)
- Strata/body corporate details (if applicable)
- Schedule of warranties & guarantees (if applicable)
- Smoke alarm compliance certificate
- Occupation certificate (new constructions only)

If you need more information please contact your DHA representative or email leasing@dha.gov.au
landlords should not rely on any representations made by DHA in this document

Cleaning guide

The following has been prepared as a guide for the handover of your property to DHA. Please check that these items have been completed prior to the handover inspection.

Walls, ceilings, skirtings, cornices, door frames and window frames

All internal wall surfaces, ceiling, skirtings, cornices and frames need to be thoroughly washed down to remove all traces of dirt, dust, mildew and grime.

Floors

All internal carpeted floors are to be professionally steamed cleaned (if applicable), vacuumed and free of dust, dirt and fluff. As required, DHA may request evidence of a steam cleaning receipt.

All non-carpeted floors (including tiles and grout) must be vacuumed/swept then mopped paying particular attention to the bathroom, ensuite, laundry and kitchen. The floors are to be thoroughly cleaned without marks or scratches and left with a streak-free finish.

Light fittings, GPO's, smoke detectors, fans and fan switches

Internal and external light fittings must be wiped down, clean of grease, and insect free. All lights need to have a secure light fitting (or downlight) and be in good working order.

All general purpose outlets (GPO's), smoke detectors, fans and switches are to be cleaned ensuring all dirt, dust, grime and mildew is removed.

Windows, doors and screens, frames and window sills (including tracks)

Windows or louvres are to be cleaned internally and externally removing all dirt, dust, mould, mildew and grime. The glass should be cleaned with a streak-free finish.

All window tracks and window sills must be cleaned to remove all traces of dirt, dust, mildew and grime.

All doors including external facing doors are to be cleaned with no traces of dirt, dust or mildew.

Screens

Flyscreens are to be removed, cleaned and reinstalled. Security screens are to be cleaned internally and externally.

Window and door furnishings

All blinds and curtains must be cleaned with no traces of dirt, dust, mildew, marks or stains (including tracks and cords).

All door knobs, door knob plates and locks are to be cleaned with no trace of dirt, dust, mildew or grime. They are to be secured firmly, and all locks and catches must work throughout the property.

Bathrooms, ensuites, toilets and laundry

All wet areas are to be cleaned thoroughly with no traces of soap residue, mildew or mould. They must be dust and dirt free.

All glass, mirrors and glazing frames are to be cleaned and polished with a streak free finish.

The toilet seat(s) are to be removed, cleaned and reassembled.

Kitchens

All appliances and associated parts are to be cleaned thoroughly, both internally and externally, to remove all traces and signs of grease, grime and carbon deposits. All traces of cleaning product must be removed.

Range hood filters are to be grease and grime free. If the range hood filter is unable to be cleaned, it will need to be replaced.

Ensure all benches, cupboards, sinks, plugs and plugholes are cleaned with no trace of dirt, grease or grime.

Air-conditioner, heater filters, dryer lint collectors and vents

All filters within your home are required to be cleaned. Most filters can be easily removed and cleaned, either with a damp cloth or under a tap.

For air-conditioners, the entire surface, including the front grill of the appliance must be wiped clean to remove dirt, dust and mildew.

For combustion heaters, you are required to both clean out the ash and soot internally and wipe clean the exterior. Other heaters must be wiped clean externally.

External

All external surfaces, including but not limited to, walls, eaves, ceilings, meter boxes, doors, garage doors, clotheslines, porches, patios, pergolas, balconies, pool surrounds, window sills, fences and gates, must be cleaned thoroughly, removing any grime, dirt, dust, grease or oil marks.

Garage, carport, garden sheds, paths and driveways are to be free of debris and cleaned removing any mould, mildew, dirt, dust, grease, oil or other stains.

All cobwebs and nests must be removed from the exterior of the property gutter and downpipes. Stormwater collectors are to be clean and free of debris.

External gardens and lawns

All garden beds are to be mulched to a minimum depth of 75mm and left free of weeds, leaf matter and grass clippings.

All lawn areas must be mowed, edged, free of weeds, and in healthy condition (subject to local water restrictions).

General

All rubbish is to be removed from all internal and external areas of the property.

Removable fixtures such as water features, pots, and garden ornaments are to be removed from the property.

All building materials are to be removed or stored in a location agreed to by DHA.

If pets have been at the property, all pet hair must be removed and the property treated to ensure it is free of pests and parasites. As required, DHA may request evidence of the treatment receipt.

Bins are to be thoroughly cleaned and disinfected to remove all traces of dirt, food scraps, grease and grime, and placed in either the garage or garden shed.

Use the checklist on Page 3 to track the cleaning of all items.

Location	Checked
	Landlord
Entry	
Front screen door	<input type="checkbox"/>
Walls, ceiling, skirting and cornices	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
Hallway	
Walls, ceiling, skirting and cornices	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings	<input type="checkbox"/>
Smoke detectors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
Storage/cupboards	<input type="checkbox"/>
Lounge	
Walls, ceiling, skirting and cornices	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's, fans	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
A/C or heater filters, wall filters	<input type="checkbox"/>
Dining	
Walls, ceiling, skirting and cornices	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's, fans	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
A/C or heater filters, wall filters	<input type="checkbox"/>
Family	
Walls, ceiling, skirting and cornices	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's, fans	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
A/C or heater filters, wall filters	<input type="checkbox"/>
Kitchen	
Walls, ceiling, skirting and cornices	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>

Location	Checked
	Landlord
Cupboards, benchtops	<input type="checkbox"/>
Sink, plugs and plugholes	<input type="checkbox"/>
All appliances including stove/cooktop/oven, rangehood, dishwasher, insinkerator, etc.	<input type="checkbox"/>
Main bed	
Walls, ceiling, skirting and cornices including WIR	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's, fans	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
A/C or heater filters, wall filters	<input type="checkbox"/>
Bathrooms, ensuites and toilets	
Walls, ceiling, skirting and cornices	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's, exhaust fan	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
Vanity, cupboards, drawers and shelving	<input type="checkbox"/>
Shower cubicles, baths, spas and toilets	<input type="checkbox"/>
Bed 2	
Walls, ceiling, skirting and cornices including robes/shelves	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's, fans	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
A/C or heater filters, wall filters	<input type="checkbox"/>
Bed 3	
Walls, ceiling, skirting and cornices including robes/shelves	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's, fans	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
A/C or heater filters, wall filters	<input type="checkbox"/>
Bed 4	
Walls, ceiling, skirting and cornices including robes/shelves	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's, fans	<input type="checkbox"/>

Location	Checked
	Landlord
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
A/C or heater filters, wall filters	<input type="checkbox"/>
Bed 5/study	
Walls, ceiling, skirting and cornices including robes/shelves	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's, fans	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
A/C or heater filters, wall filters	<input type="checkbox"/>
Other rooms	
Walls, ceiling, skirting and cornices including robes/shelves	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's, fans	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks and mirrors	<input type="checkbox"/>
Window and door furnishings	<input type="checkbox"/>
A/C or heater filters, wall filters	<input type="checkbox"/>
Patio/verandah	
Walls, ceiling, skirting and cornices	<input type="checkbox"/>
Floors/deck	<input type="checkbox"/>
Light fittings, GPO's, fans	<input type="checkbox"/>
Stairs and rails	<input type="checkbox"/>
Garden shed or storage	
Walls, ceiling, skirting and cornices	<input type="checkbox"/>
Floors	<input type="checkbox"/>
Light fittings, GPO's	<input type="checkbox"/>
Windows, doors, screens, frames and window sills including tracks	<input type="checkbox"/>
External house	
Walls	<input type="checkbox"/>
Eaves, gutters on lowset residences, downpipes and stormwater drain	<input type="checkbox"/>
Light fittings, GPO's	<input type="checkbox"/>
Windows, doors and screens	<input type="checkbox"/>
Fencing, gates, handrails and retaining walls	<input type="checkbox"/>
Yard and gardens	<input type="checkbox"/>
Other	
Bins	<input type="checkbox"/>

Comments
