



Ending your tenancy

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1. Giving Notice

If you wish to vacate then in the first instance, please contact us by telephone. We can then advise on the notice period that is required under the terms of your tenancy. In the majority of situations, the following will apply:-

If you are still in a fixed term agreement, then you are still liable for all your obligations under that Agreement as well payment of the rent up until the end of the fixed term. If you are looking to vacate the property prior to the end of the fixed term, then please contact us in those circumstances to discuss. If the Landlord is in agreement to releasing you from your agreement sooner, then you may be asked to contribute towards the Landlord's costs for finding a replacement tenant and you will also be expected to pay rent up until the date of release.

If you wish to vacate the property at the end of a fixed term agreement, then legally no notice is required but we would ask that you make us aware at least a month in advance in order that the deposit release can be dealt with promptly.

If you remain in the property for even one day over a fixed term agreement, then your tenancy reverts to a periodic tenancy. In this instance, we will require from you one month's notice. This must be provided in writing and this notice must begin on the same date of the month that your fixed term agreement started e.g. if your agreement started on the 4th, then you must give us notice on or before the 4th of a month. You would then be required to vacate by midnight of the 3rd day of the following month.

Once we have received notice from you, we will contact your Landlord to advise and confirm for you in writing the last day of your tenancy.

We will also confirm when we will be going to the property after the tenancy has ended to carry out our check out inspection and if you wish to be present, then you can arrange to meet us there.

If your Landlord wishes us to remarket the property prior to the end of your tenancy, we may ask you to assist with viewings or alternatively we can look at carrying these out using our management keys after giving you ample notice. Please make sure to inform us of any changes in contact details or any issues which may affect viewings for example shift work or pets. If there is a burglar alarm in the property, ensure that you have supplied the current code or have left it disabled for the viewing if this is what you prefer.

2. Preparing for Check Out

Here are our guidelines for preparing for the property check out:

Remove all your personal possessions and ensure the property is left clean (see Cleaning Checklist below).

If during your tenancy, you have made any changes to decorations or other items and have been asked to return these to their original condition etc. this should be completed in plenty of time.

You should ensure that all items shown in the Schedule of Condition are placed in the appropriate rooms described (ideally in the position that they were in at the start of the tenancy). Failure to do this risks items being missed and thus listed as "Not Seen" and this could result in a replacement charge being made.

All keys must be returned to us no later than midnight on the day your tenancy ends. Missing keys will be charged for and this may include the cost of fitting new locks. If you were provided with any keys to open meter boxes/parking permits/prepayment cards or keys at the start of your tenancy, these must be returned to us.

A forwarding address must be supplied to us for final accounting purposes.

If there is a telephone/broadband line to the property, please make arrangements with your service provider to end the service as they will only accept instructions from you to close the account and if you fail to do this, then you may be charged for services which continue after your tenancy ends.

We will read the electricity/gas/water meters and notify the suppliers as well as the Council that you have vacated the property. However, it is your responsibility to ensure that all utility/council tax bills are paid in full up to the end of your tenancy.

As indicated in your Agreement, we are not happy to accept the deposit in lieu of the last month's rent. If you pay rent to us via standing order, then please ensure you cancel the instruction with your bank once the last month's rent has left your account.

It is advisable that you arrange for re-direction of any mail. You can set this up with Royal Mail and can find further details at <https://www.royalmail.com/personal/receiving-mail/redirection>. Please note that we will not accept any responsibility for forwarding any mail that is sent to the property after you vacate.

3. Cleaning Checklist

General

Rubbish must be placed in the appropriate bins and arrangements made for the bins to be emptied. If you have more rubbish than will fit in the bins (or items you know will not be taken by the bin men) then you should make arrangements for this to be removed from the property. No rubbish should be left in the garden or outside the property.

Carpets must be left in as good and clean condition as they were at the start of the tenancy, fair wear and tear excepted. If there are any stains or any excessive areas where the carpets are marked such as by doorways or on stairs, then it may be prudent to arrange for the carpets to be shampooed.

If you have a pet: You will be required to ensure that any carpets or soft furnishings at the property are left odour-free and there is no possibility of fleas or other pests being present. We will be happy to recommend a suitable contractor if you require assistance with professional cleaning.

All Rooms

Curtains/blinds, window frames and windows (inside and out) are cleaned

All carpets should be vacuumed (including under or behind any furniture)

Laminate/wooden/vinyl/tiled flooring should be swept and mopped

All skirting boards/dado rails/window ledges/shelving should be vacuumed/dusted

All paintwork should be wiped down (including internal doors and frames)

All wall, ceilings and woodwork etc. should be thoroughly cleaned and any cobwebs and dust removed

Pictures and posters should be removed from walls and where appropriate, any marks removed

Any dirt/handprints should be removed from sockets and switches

Ensure ALL light bulbs are working

Kitchen

All kitchen cupboards/drawers should be cleared of all food items and thoroughly cleaned both inside and out

All kitchen surfaces should be thoroughly cleaned

The fridge & freezer (if provided) should be cleared of all food, defrosted and thoroughly cleaned inside and out

The cooker, oven and hood (if provided) should be thoroughly cleaned inside and out. Any grill pans or trays provided should also be thoroughly cleaned

The sink area should be thoroughly cleaned

The washing machine (if provided) should be cleaned inside and out including the drawer/s

The dishwasher (if provided) should be cleaned inside and out including the drawer/s

Any other kitchen appliances provided (microwaves/tumble dryers/kettles/toasters) are cleaned inside and out

Extractor fans should be cleaned, ensuring vent cover is clear.

Bathroom/Shower Room/En-Suite/Cloakroom

The toilet should be thoroughly cleaned (including the pedestal) and the toilet bowl bleached

The bathroom sink should be thoroughly cleaned, the taps left clear of limescale and the plughole left clear

The bath/shower should be thoroughly cleaned, the taps/showerhead left clear of limescale and plughole left clear

Any bath/shower screens/cubicles/curtains should be wiped and left clear of water marks. Stained shower curtains should be replaced.

Any cupboards should be cleared of all contents and thoroughly cleaned inside and out

Any mirrors should be left clean

Any extractor fan should be cleaned, ensuring vent cover is clear

Grouting should be cleaned, and mould or mildew removed and tiles wiped over

Outside

Any garden should have the grass cut, borders left tidy and weed free and hedges trimmed

Any patio area/yard should be swept and left weed free

It is important that the property is properly prepared for the Check Out Inspection to ensure that all of your deposit is returned.

If you find that you do not have the time to prepare the property we can supply you with the details of a reliable and reasonably priced cleaning contractor/gardener.

4. The Check Out Inspection

We will arrange a time to meet you to carry out the Check Out Inspection which will either be on the day you move out of the property or very shortly afterwards. It would be preferable for you to attend this Check Out Inspection so we can discuss our findings with you at the property as this help will us resolve any issues much more quickly.

At this Inspection, we will check the condition of the property against the Schedule of Condition which was provided to you upon move in. We will want to ensure the property has been left in a clean condition and to check for the following:

We will examine the kitchen surfaces for any damage, scorch and burn marks. If any are found that were not present at the start of the tenancy, you will probably be charged for repair or replacement.

If carpets or floor coverings are badly marked or damaged, you may be charged some or all of the cost of replacement.

It is accepted that there will be some wear and tear to decor, but you should aim to present the property to the same standard as at the start of the tenancy. Normal wear and tear is defined as the result of day-to-day living. Excessive marks, furniture rubs, pencil and crayon marks etc. are probably going to require some redecoration and you will be charged for these works.

If any cleaning, gardening or decorating etc. is necessary, beyond normal wear and tear, then inevitably there will be a delay in the return of the balance of your deposit. Deposits will be returned by the Deposit Protection Service.

5. Deposit Release

Following our check out inspection, we shall report to the Landlord to advise of the condition that the property has been left in. If the Landlord is satisfied with the condition of the property, then your deposit will be refunded in full.

If there are any issues arising following your vacation, then we shall make contact with you to discuss these in greater detail. Any deductions from the deposit will need to be agreed by both you and the Landlord and if agreement cannot be reached, then we shall refer the matter to the Deposit Protection Service for adjudication. Any amount of deposit not in dispute will be refunded to you but the remainder will be retained subject to adjudication.

In order to release your deposit, you will be required to log in to the DPS website to confirm this and provide details of where you would like the deposit paid. Please note that you will require your Deposit ID and Repayment ID. These details would have been issued to you by DPS at the start of your tenancy. If you do not have these, then you will need to contact DPS to obtain it which you can do so via their website or by calling 0330 303 0030.