A simple guide to the end of tenancy process

What you need to know

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What’s in this guide

The first step to a smooth end of tenancy process is for you to read this guide. We’ve put this together so you’re clear about your responsibilities and the overall process. If you’ve got any questions, you should contact your landlord.

How to leave the premises

End of tenancy issues mostly come from a lack of understanding of how a property should be left at the end of the tenancy.

There will be allowances for fair wear and tear and these will be based on the length of your tenancy, number of occupiers and so on.

As a minimum you must leave the premises in the same condition as you found it, as detailed on the check-in report, and your Tenancy Agreement. Please bear in mind that the agreement (or addendum) may stipulate an end of tenancy professional clean.

As you won’t be allowed to go back to the property after you’ve left, it’s important that anything that needs to be done is completed before your check-out day. Your report will reflect the condition you leave the property and if professional cleaners, for example, have to be instructed after the check-out costs will be deducted from your deposit.

Internal

Cleaning

We’ve detailed the minimum cleaning standards that must be met at the end of this guide; you should give this to your cleaning company.

Everything must be as clean as it was at the start of the tenancy particularly windows, upholstery, appliances, sanitary ware, soft furnishings, curtains, carpets and anything that may have been used and become dirty during the tenancy. Just before you leave bed linen, and towels should be freshly washed, dried, ironed and left in the right rooms

Any damage such as picture hooks, shelves, skirting board and walls or flooring scuffs and dents and so on must be made good before the check-out appointment.

If you’ve had a pet at the premises, you must check your individual Tenancy Agreement to see what deodorising and de-infestation solutions and so on must be carried out.

You must give receipts for all cleaning work done and replacement items bought and so on to the inventory clerk.

Working order

All items need to be working as they were at the start of the tenancy, unless they have been reported to the landlord as faulty and works are already in progress for them to be mended. If they aren’t working properly and haven’t been reported and you don’t get them fixed before you move out a charge against your deposit can be made.

Please remember light bulbs, if these were provided at the tenancy start in working order they must be left in working order when you leave.
External

Cleaning

As for the inside of the property, everything must be as clean as it was at the start of the tenancy. Remember to get gutters cleaned of leaves and debris, have the chimneys swept and return all items cleaned and to their right places.

Gardening

If a gardening service has not been provided by the landlord during your tenancy, you should ensure that the garden is left in good seasonal condition. This means that the lawn and edges recently cut, flowerbeds weeded, shrubs pruned, paths swept, leaves raked and all gardening implements and furniture cleaned.

The garage and any garden shed or outhouse should be left tidy and swept out.

Waste

You’ll need to get rid of all household and garden rubbish yourselves before your check-out date. No rubbish should be left at the property.

If you’ve had a pet at the premises, don’t forget to remove all pet excrement from the outside areas.

You’ll also need to empty the septic tank/cess pit or leave as per your tenancy agreement.

Checking-out

Your landlord should make arrangements for your check-out at the end of the tenancy. You should contact them to discuss.

On the day

You or a representative should attend the appointment so you discuss any findings.

If you don’t arrive on time or the property is not ready and the clerk has to re-visit a charge will be made against your deposit and your rent will be payable until the check out can be re-booked and completed.

You should give copies of cleaning receipts, works done, replacement items bought and so on to the inventory clerk on check-out day so they can be logged on your check-out report.

Before you leave

You must leave everything that is listed on your inventory check-in report in the same place that it was found, for example TV or air conditioning remotes must be left in the right rooms and so on.

The best thing to do is to walk round the property room by room before you leave and tick off all the items against the inventory report to make sure nothing has been forgotten/packed by mistake.

Any items that have been broken and not replaced, or that have been packed in error may have to be replaced. If you find anything, please contact your landlord to arrange return. If not returned, the value may be deducted from your deposit.
We’ve popped below some of the most common forgotten items:

**Locks, alarms, remotes and manuals**

All keys as listed on the inventory, and any you’ve had cut, must be labelled and given to the inventory clerk.

Remember to include any keys for sheds, outbuildings, garages, swimming pool houses, gates, meters and all others listed. Make sure to leave fobs and remotes for TV's, air conditioning, electric gates, swimming pool covers and so on in the property.

You must tell your landlord any alarm details; if the alarm company has to be called out, your landlord may make a charge against your deposit.

Please leave any manuals, instruction books or leaflets for cookers, microwaves, dishwashers, heating systems and so on.

Please bear in mind anything that was listed on the inventory check-in that is not left will be charged against your deposit.

**Kitchen items**

Don’t forget to return all kitchen items to their correct places. People often pack oven trays, grill handles and such like by mistake.

**Central heating**

If you are moving out between October and May you must, unless told otherwise, leave the central heating thermostat turned to 16 degrees on a constant setting to ensure pipes don’t freeze.

Don’t forget to turn off electric immersion water heaters, these are expensive to run and if left on a deduction may be made from your deposit for any excessive bills.

**Swimming pools, hot tubs and water features**

You must check your Tenancy Agreement and operational manuals so you know how these must be left. Please bear in mind that in particular, pool heaters may need to be turned off and the pool closed during the winter season. If you are not clear how these should be left please contact your landlord.

**Forwarding your mail**

You must arrange for your mail to be redirected, for at least six months, to your new address. Visit [royal mail redirection](https://www.royalmail.com/redirect).  

**Viewings**

Please bear in mind that during the at least the last two months of the tenancy viewings may take place, we’ll give you advance notice to make sure the appointments are convenient.

**Furnished properties**

All items listed on the Inventory should be returned to the right position. Even if you haven’t used something, it should be dusted/cleaned.
Utilities

**Meter readings**

Gas and electric supplies must be connected and working at the time of final meter readings.

You must tell your Landlord the names of all utility providers. You must tell the utility companies the end of tenancy date and give them the meter readings that will be taken at the check-out appointment and you must give them your forwarding address.

If the property has an oil tank or separate gas tanks, you must have these filled to the same level as noted on the check-in report.

You must not disconnect any utilities.

**Telecommunications**

Telephone and broadband suppliers will not accept instructions from third parties. You'll need to call your suppliers to confirm arrangements and let your landlord know.

If the line is disconnected your landlord may make a charge against your deposit for reconnection.

Rent payments

Your rent must be paid until the end of the tenancy. The deposit will never be able to be used instead of rent during the tenancy.

After your last payment of rent has been made and cleared you must remember to cancel any on-line payments or arrangements with your bank.

Deposit

**Lead Tenant**

If there is more than one named tenant on your Tenancy Agreement it may say we can take instructions regarding any deposit release or adjudication submission from just the lead tenant, you should check your Tenancy Agreement, as we'll act in line with this.

**Calculating any deposit deductions**

Once they've reviewed the check-out report your landlord is responsible for calculating if there are any damage, repair, replacement or compensation costs.

If works or replacement items and or additional cleaning and so on are needed, they'll let you know.

Generally, disputes are resolved by you and the landlord talking about the deposit at the end of the tenancy.
**Deciding what type of deductions**

Your Landlord will decide whether it will be more suitable to repair, replace or ask for compensation towards any damages and they’ll let you know.

**Betterment**

The landlord will not be entitled to “new for old”; this would be considered as ‘betterment’. But, they will be entitled to compensation or repair for any damage caused which is beyond fair wear and tear. They’ll calculate a percentage of the value of the item as their “compensation”.

**Set Off**

Unless your landlord has agreed to the below in advance:

You cannot claim “set off” which means that if you’ve decorated a room or believe you’ve made improvements to the property during the tenancy you won’t be able to “set off” any claim for other damages against these costs.

Maintenance (or other issues) which have not been dealt with by the landlord during the tenancy would also be seen as ‘set off’ and these cannot be offset against the deposit.

**Returning your deposit**

If there is no disputed amount and all rent has been paid the full deposit minus the check out and any other charges will be repaid to you.

Any disputed amount will be held until you and your landlord can reach agreement and provide formal signatures of confirmation.

If you want any money to be paid to an overseas bank account the bank charge for this is £30 inc VAT per transaction.

**Dispute**

When every attempt has been made to reach a compromise either you or your landlord can submit the dispute to an adjudicator. Disputes for deposits registered with a deposit scheme will be reviewed by an Independent Case Examiner, please bear in mind that disputes must be submitted within 3 months of the tenancy end date. Where your deposit is not registered in a scheme you should check your Tenancy Agreement for referral details or seek independent legal advice.

Adjudication decisions are final and will not be open for any negotiation.

Please bear in mind that submitting a case for adjudication takes a lot of time, it is much better to try to reach a compromise with your landlord before you get into a deadlock situation.

**Your Tenancy Agreement takes precedence**

As this is a guide and not a definitive list of what’s required in your Tenancy Agreement, you should double check your individual Agreement against all details in this guide.
# Cleaning Guide

Your cleaning company should do all of the below during their clean, we’d recommend you make sure they have this sheet, it’s a minimum standard and doesn’t include everything.

All cleaning products should be suitable for the item /surface/material being cleaned.

<table>
<thead>
<tr>
<th>Room</th>
<th>Job</th>
<th>Done</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Kitchen/utility room</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sink</td>
<td>Cleaned and de-scaled (including taps)</td>
<td></td>
</tr>
<tr>
<td>Wall tiles</td>
<td>Steam cleaned and polished</td>
<td></td>
</tr>
<tr>
<td>Paintwork</td>
<td>Washed</td>
<td></td>
</tr>
<tr>
<td>Worktops</td>
<td>Cleaned</td>
<td></td>
</tr>
<tr>
<td>Cupboards</td>
<td>Cleaned inside and out</td>
<td></td>
</tr>
<tr>
<td>Hob, oven and grill</td>
<td>Stripped, degreased and cleaned (including all shelves and compartments)</td>
<td></td>
</tr>
<tr>
<td>Extractor fan</td>
<td>Degreased and cleaned filter replaced</td>
<td></td>
</tr>
<tr>
<td>Fridge/freezer</td>
<td>Defrosted, cleaned inside and out (including all shelves and compartments)</td>
<td></td>
</tr>
<tr>
<td>Washing machine, tumble dryers &amp; dishwashers</td>
<td>Cleaned inside and out, soap dispensers removed and cleaned</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Condensing units emptied</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Filters emptied</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Switched off with door ajar</td>
<td></td>
</tr>
<tr>
<td><strong>Bathroom</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All taps de-scaled and cleaned, sink and bath cleaned</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Toilet de-scaled and cleaned</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All wall tiles steam cleaned and polished</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Any other fittings cleaned</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Floor cleaned</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Other rooms</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>All paintwork on doors and skirting dusted and washed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>All carpets (or other floor coverings) cleaned and stains removed</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Light switches and shades dusted and/or cleaned</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Furnished items</td>
<td>Must be cleaned and polished</td>
<td></td>
</tr>
<tr>
<td><strong>Outside</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sheds, outbuildings and garages should be cleared and swept</td>
<td></td>
<td></td>
</tr>
<tr>
<td>The garden should be left as found, season dependant but jobs such as leaves swept and paths cleared</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>