

TENANT CHECK OUT PROCEDURE

• NOTICE IS SERVED OR SURRENDERED

Your notice should be in writing two months before your departure date.

• CHECK OUT DATE

You will be advised in writing of your check out date. (Dates may vary if your tenancy ends on a weekend or bank holiday)

Check out is conducted during normal working hours by an inventory clerk. You should vacate the Property by 12 noon.

• PREPARING YOUR PROPERTY FOR CHECK OUT

Properties are cleaned to a professional standard before you move in, and it is your responsibility to ensure the

property is professionally cleaned at check out. This includes the cleaning of carpets and upholstery. We are happy to advise you of a cleaning company if required.

If you have broken or damaged anything, please replace it with a matching or similar item. Please note that if we need to purchase any items after check-out you will be charged for purchase and delivery costs. Missing keys may result in a lock change which will be charged to you.

• MAIL RE-DIRECTION

Any mail received at the property after your departure will be returned to sender

We recommend you take advantage of the royal mail postal re-direction service. This will need to be in place 14 days prior to your departure.

• RE MARKETING AND ACCESS

At this stage the property will be placed on the market and made available to prospective tenants or purchasers. A 'to let' board may be erected at the property. Wherever possible we will arrange viewings at least 24 hours in advance. We ask for your flexibility in these matters and for the property to be presentable during this time. After carrying out viewings the property will be fully secured by using all the keys for the doors and windows. The agent cannot accept liability if you do not have the correct keys for access.

• RENT PAYMENT

It is your responsibility to cancel your Standing Order for the rent AFTER your final payment has been made.

If you do not cancel the standing order your bank will continue to pay us and you will be charged £25 plus VAT for the return of any overpaid rent, so please ensure it is cancelled. Please Note: your Tenancy Agreement prevents us from using your Tenancy Deposit as the final month's rent. If you cancel your standing order too soon, you will be in arrears of rent, which may result in adverse credit ratings and charges to your deposit.

• UTILITY BILLS

Please provide details of your utility suppliers. In addition we require you to finalise any bills on the final day of your tenancy. It is your responsibility to pay in full and send us final receipts show a 'zero' balance at close of account. We will not be in a position to release your deposit until we have receipts for all suppliers' including Council Tax.

• CHECK OUT DAY

The Inventory Clerk will check the property. An allowance will be made for fair wear and tear, however if cleaning or other works are required these will be outsourced to independent contractors and you will be charged. All items must be returned to their original location. We require you to be present at checkout. If it can be washed off it is not fair wear and tear

• DAMAGES, MISSING ITEMS AND POSSESSION LEFT AT THE PROPERTY

Damaged in excess of fair wear and tear may be either repaired or replaced from your Tenancy Deposit. Missing items may be replaced at cost; additional charges will be made for shopping and delivery. Any tenant items left in the property – will be disposed and you will be charged for this service.

• PETS

If you have obtained prior agreement and have kept pets at the property we will arrange, at your cost, for the property to be professionally disinfected.

• CHECK OUT REPORT

The inventory Clerk will produce a written breakdown of their findings at the check-out. A copy can be forwarded to you

• KEYS

Please return all access keys at check out by returning them to the Agent. All other keys should be left inside the property in the appropriate window or door. Please inform the Property Management of the arrangements you have made for returning keys. Failure to do so may result in a lock change charged to your Tenancy Deposit.

• ENERGY PERFORMANCE CERTIFICATES

Legislation require properties in the rented sector to be marketed with the benefit of an EPC - your contact details may be given to a Domestic Energy Assessor who may require access to appropriate areas of the Property in order to produce a Domestic EPC. Your co-operation in this matter is much appreciated.

• RETURN OF YOUR TENANCY DEPOSIT

Tenancy Deposits will be refunded by BACS direct to your nominated UK bank account. If the check-out report shows that additional works (ie cleaning, window cleaning) are necessary we will instruct contractors to carry out work on the property which may delay the return of your deposit. Please ensure you provide us with the necessary detail including forwarding address, bank account details, and forward final bill receipts and meter readings to our office as quickly as possible.