

CHECK OUT INFORMATION FOR TENANTS

Prior to the checkout taking place it is important to note the following as they form part of your obligations and could result in loss of your deposit if they are not followed.

FULL CLEAN: This must be very thorough. Floors, walls, sanitary ware, windows, woodwork, all kitchen units, all rooms, ovens, cooker hoods, fridges and freezers, extractor fans, wardrobes, any linens and bedding. We will be inspecting all furnishings and appliances. Tenants are required to return the property the same way as noted in the original inventory report, most managing agents and landlords will have to instruct professional cleaners if this is not done, this cost will be from your deposit.

FLOORING: Needs to be fully cleaned. If there are any stains or marks, the flooring should be professionally cleaned by a regulated cleaning company. You can be charged for stains or marks of any kind. If a flooring is badly damaged you may be charged for its entire replacement.

UTENSILS: This will all be inspected for damage and soiling. It should all be thoroughly cleaned and in the same place as at the beginning of the tenancy or it could be noted as missing.

BEDROOM FURNISHINGS: Needs to be fully cleaned. If there are any stains or marks, the flooring should be professionally cleaned by a regulated cleaning company. You can be charged for stains or marks of any kind. If a flooring is badly damaged you may be charged for its entire replacement.

ALL FURNISHINGS: These should be in a similar condition as provided and will be fully inspected, damage can result in deductions from your deposit. This includes all marks, stains, scratches, loose joints, polish finishes, burns, ring marks, soiling or discolouration etc. All furnishings and any equipment must be returned to its original position or it will not be noted as present in the check out.

GENERAL DECORATION: Any excessive damage, marking, scratches etc can be deemed as beyond fair wear & tear. This can include nails, screws and hooks in walls, furniture marks etc. Any alterations for which you have not gained approval may result in deductions.

LIGHT BULBS: These should all be replaced and fully working.

KEYS: All keys from the beginning of the tenancy must be available, ready and clearly marked, including any cut during the tenancy. Lost keys can result in a charge for the replacement of the property's locks.

RUBBISH / REFUSE COLLECTIONS: Any and all rubbish or excess rubbish should be completely removed from inside and outside the property, as organising this will incur a cost for removal.

ODOURS: Any odours present in the property must be eradicated prior to the check out. These often include cooking smells, food smells, the smell of smoking, sewage smells, damp smells or the smell of any pets.

METERS: We will endeavour to take meter readings when the meters are located and readily accessible however tenants are responsible for closing all accounts and self reading meters before or on the final date of the end of tenancy

CANCELLATION: A call out fee / cancellation fee equal to the cost of your check out will be charged to the outgoing tenant if a prior made and confirmed appointment is not kept / keys are not returned for gaining access the property

- If we are not able to gain access the property upon arrival or at the collecting point of the agents

- If the property is not ready for inspection - If no attempt has been made by the tenants to tidy the property or remove all personal belongings / rubbish then the inventory clerk will conduct a check out as best as possible and will inform the estate agent of the properties condition. A second check-out will be required at your cost, as the property cannot be properly inspected if covered with personal belongings and or rubbish.

- In addition the same cost of the actual appointment for re attending will be applied at the next available day / date we have available.

- We require 48 hours notice from the outgoing tenant should an appointment time need to be changed or 72 hours notice for larger properties (above 3 bedroom)